

RESIDENT RESPONSIBILITY GUIDE

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Corvias

QUICK REFERENCE NUMBERS*Ten-digit dialing is mandatory on Fort Meade***Neighborhood Offices**

Heritage Park & Normandy Bluffs <i>heritagepark@corvias.com</i>	410-672-2000
Meuse Forest <i>meuseforest@corvias.com</i>	410-672-2475
Midway Common <i>midwaycommon@corvias.com</i>	410-672-2301
Patriot Ridge <i>patriotridge@corvias.com</i>	410-672-2183
Potomac Place <i>potomacplace@corvias.com</i>	410-672-2981
Leasing and Relocation Center Meadefamilyhousing@corvias.com	410-305-1258 866-525-HOME
Residential Community Initiative (RCI) Office	301-677-7748

EMERGENCY NUMBER**911**

FIRE/MEDICAL EMERGENCY	410-674-2117 or 301-677-2117
FIRE DEPARTMENT	301-677-4735 or 301-677-3805
FIRE PREVENTION OFFICE	301-677-3616
DIRECTORATE OF EMERGENCY SERVICES (MILITARY POLICE)	301-677-6622/6623
ALCOHOL AND DRUG CONTROL	301-677-8544 or 301-677-8929
ARMY COMMUNITY SERVICES (ACS)	301-677-5590
CHILD DEVELOPMENT SERVICES	301-677-1149 or 301-677-1156
COMMUNITY LIFE OFFICE	301-677-3626
COMMUNITY ORIENTED POLICING HOUSE	410-672-4212
DENTAL EMERGENCY (After Duty)	410-320-9537 or 240-388-6060
GARRISON CHAPLAIN	301-677-6703
GARRISON COMMANDER'S HOTLINE	301-677-4464
POST LOCATOR (to locate military at Fort Meade)	301-677-6261
STAFF DUTY OFFICER	301-677-4805

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Welcome to Corvias at Fort Meade! By relocating to Fort Meade, you have the unique opportunity to live in one of the country's first privatized housing programs. In 2002, the military family housing at Fort Meade became privatized under the Army's Residential Communities Initiatives (RCI) program. This program permits military families to experience the same quality homes, amenities and services offered by most civilian housing communities without incurring the additional cost of many off-post communities.

Our company mission is *Families First*[®] and we are delighted that you have given us the opportunity to serve you and your family. Please review this Resident Responsibility Guide and feel free to contact your Neighborhood Office for any questions you may have.

We invite you to enjoy all of the benefits of living in on-post privatized housing. Please visit and enjoy our Neighborhood Centers, which offer you and your family a wide variety of activities. We encourage you to come out and join the fun and meet your neighbors at our resident appreciation events throughout the year.

Once again, thank you for choosing to live on post at Fort Meade.

Welcome Home!

Chapter 1: General

Introduction

Scope: The policies and procedures in this Resident Responsibility Guide ("RRG") are a supplement to and incorporated into the Resident Occupancy Agreement ("ROA"). This RRG provides information and guidance that applies to all residents of Fort George G. Meade Family Housing and their families. Fort Meade family housing is owned by Meade Communities, LLC (the "Owner") – an entity owned jointly by the US Army and Corvias Military Living, LLC. Corvias Management – Army, LLC (the "Property Manager") is the Owner's representative for Fort Meade family housing ("Corvias"). The goal of the family housing at Fort Meade is to provide quality housing at the best value to military families. All policies will be interpreted and applied with this goal in mind.

Role of Residential Communities Initiative (RCI) Office

The role of RCI is to work for the installation commander and with Corvias as a liaison between Corvias and the government to assure the best possible service for the military families. While day to day operations and maintenance of family housing on Fort Meade are the responsibility of the Owner, RCI works with the Owner to ensure that the housing needs of military members and their families are being met. The RCI Liaison Office offers residents a government entity to work with them on military regulations and related issues.

The RCI office works with the Owner as a day-to-day representative of the Army and the installation commander. Duties of the RCI office are to serve as the liaison between the residents and installation staff; work in collaboration with the Owner to receive and process policy revisions, changes in agreements and modifications or additions to the Community Development and Management Plan; serve as subject matter experts for the Owner and the installation; receive, review and make recommendations to the Installation Commander on policy decisions; aid in the transition of privatized military family housing into Army culture; coordinate with the Owner on the construction and development plan; and authorize non-temporary storage, local moves, and retirement/separation moves.

Meade Communities, LLC

All decisions and actions from the Owner are a product of both partners – the US Army and Corvias.

As with all organizations, there is always a chain of command. Unlike the traditional government housing office where you had one office that managed more than 2,600 homes, there now are five Neighborhood Managers to take care of approximately 500 homes each. However, as with all organizations, occasionally a topic needs further clarification. Your Neighborhood Manager is your first, and many times only, stop for questions and concerns. The Neighborhood Manager may, however, need to refer you to the Owner's Program Management Staff. If further

clarification is required, the RCI office is your Government representative to assist you and serves as an ombudsman for housing matters.

Basic Allowance for Housing (BAH) and Rent

Once executed by a resident, the ROA gives the Owner authorization to initiate and maintain an allotment payable to the Owner for the term of occupancy. Allotments will automatically change as increases/decreases occur as a result of annual BAH adjustments, promotions or demotions. If both husband and wife are active duty military members, the BAH allotment to the Owner will equal the senior grade member's BAH at the with-dependent rate. A resident **will only sign one set of allotment start-up paperwork for living in on-post housing. Residents are encouraged to contact their Neighborhood Office for assistance in understanding the BAH change on the Leave and Earnings Statement (LES).**

When the program is available, Single Service Members may be extended the opportunity to live on post. Single soldiers pay the Fort Meade BAH at the without dependent BAH rate through an allotment.

For non-active duty military residents, the monthly rental rate is determined by the local market rates in the Fort Meade area. Rent for non-military members is due on the first of each month, in advance. Payment may be made by personal check, money order, certified funds, ACH (pre-authorized withdrawal from a checking account) or credit card (Visa, Master Card, American Express and Discover cards are accepted). All checks must be made payable to Meade Communities, LLC.

Residents are required to provide the Neighborhood Office a copy of promotions, demotions and other actions which affect their BAH. If Military Assistance Company (MAC)--the Department of the Army allotment management vendor--transfers an amount less than the Resident's current rank appropriate BAH as itemized on the LES, the Resident is then fully responsible for the deficiency and has the obligation to pay the deficiency from personal funds. The Owner will treat any such unpaid balance as "delinquent rent" and will use reasonable means to collect the debt. Residents may be evicted from family housing and adverse credit consequences may result from continued non-payment.

If the military member is deployed, the spouse must possess a valid Special Power of Attorney that specifically authorized the spouse to sign agreements for housing and/or authorize the initiation of the BAH allotment.

Collections Policy

1. Notification to Residents

When necessary, Property Manager will notify a resident immediately upon non-receipt of rent. The notification will include that the Owner has the right to demand surrender of the home if the resident fails to make payment arrangements within 30 days that are satisfactory to the Owner for the payment of the delinquency.

The Property Manager will send a Balance Due collections letter to any resident with a past due account by the 5th day of the month and generally within 5 days of becoming informed of a delinquent balance.

- a. The Balance Due Letter will seek immediate payment of all monies due.
- b. The Balance Due Letter will inform the resident that if he/she fails to pay the amount due in full or make payment arrangements with the Neighborhood Office within 5 days of the date on the letter, the Owner will pursue legal action, which may include filing a court proceeding for failure to pay rent and repossession of the home, or any other available administrative or judicial remedies. The Owner may also contact an active duty resident's chain of command.
- c. Property Manager will serve the Balance Due Letter in a sealed envelope hand delivered to an adult resident of the home and will also mail a copy to the resident via First Class mail.
- d. The Property Manager will provide the RCI Liaison Office a courtesy list of residents to whom a Balance Due letter has been served.

2. Repayment Plans

If a payment plan is accepted by the Owner, a resident's failure to make any scheduled payment constitutes a basis for an immediate demand to vacate the home and for Owner to exercise any and all other rights that it has under the ROA, and as otherwise provided for under applicable law.

- a. All payment arrangements will be made in writing with the resident or an individual possessing valid power of attorney from the service member.
- b. The total balance due must be paid within 90 days of the payment arrangement agreement date. Payment arrangements for periods in excess of ninety (90) days must receive written approval from the Community Management Director or Deputy Community Management Director.
- c. Failure to adhere to the written and signed payment arrangement, missing a payment or any other default of the agreement will result in the full amount due being payable immediately. In addition, any rent concessions granted upon move-in will be charged back to the resident ledger and will also be due and payable immediately.

3. Court Filing

In the event that the measures outlined above fail to resolve the delinquency, the Owner will file suit in the appropriate court for repossession of the home and for repayment of rent.

4. Involuntary allotment

Upon obtaining a judgment for delinquent rent, the Owner will apply to the Defense Finance and Accounting Service (DFAS) for an involuntary allotment from the resident's military pay account. This process (outlined in 32 CFR Part 133) provides for an involuntary collection of up to twenty five percent (25%) of the resident's disposable pay per month until the debt is satisfied.

Move-In Inspection

The Property Manager will thoroughly inspect each home for quality before a resident moves in. A Neighborhood Office representative will also complete a move-in inspection with each resident before the family occupies the home. Any condition that exists in the home at the time of move-in that the resident would be charged for upon move-out will be notated on the move-in

inspection form, and will not be charged to the resident upon their vacating the home. The resident will have a 5-day “grace period” to notify the Property Manager of any additional conditions that were not observed during the move-in inspection. Upon notification from the resident and agreement by the Property Manager, the additional items will be added to the move-in inspection form. The resident will receive a copy of the move-in inspection form upon move-in as well as upon move-out.

Conditions at move-out will be compared to the conditions noted at move-in for the assessment of applicable damage costs. For residents who occupied housing prior to 1 May 2002, the Property Manager will use the Quarters Check-In Inspection form that the resident returned to the Housing Management Office. The resident assumes liability for damages beyond normal (fair) wear and tear if no documentation is available to confirm that damages existed at the time of move-in. Residents must make payment for all charges due at the time of move-out, unless a written payment plan is executed by the resident and the Owner at final move-out. Any balances owing thirty (30) days after move-out (other than that included in an agreed upon payment plan, with payments current) will be turned over to a collection agency, resulting in the balance owing being forwarded to the credit bureau.

Insurance

The Owner will provide the resident a \$20,000 renter’s insurance policy for personal property and a \$100,000 liability policy paid from the renter’s insurance component of the BAH. For items such as furniture, jewelry, clothing and other personal property which may exceed the limits of the policy provided, and to ensure that all items are fully covered for theft, vandalism, fire and water damage, the Resident should obtain additional coverage from their own insurance carrier to adequately protect against major losses. There is currently a \$250 deductible for personal property policy and no deductible for the liability policy. The amount of the deductible(s) is subject to change at any time. Please contact the Neighborhood Office for more information on coverage provided, deductible amounts and other insurance information.

a. Coverage

An Insurance Coverage Sheet will be provided to each family describing the terms, limits and conditions of the policy and coverage. Residents should carefully read the policy.

b. Claims

If a loss should be sustained and a claim needs to be filed, residents should contact the insurance company directly. Please refer to appendix G for more information.

Annual Inspections and Quarterly Maintenance

The Owner or Property Manager may conduct an annual inspection, as well as quarterly safety preventative maintenance visits, to each resident’s home. Permission to conduct annual inspections or quarterly safety preventative maintenance visits will be coordinated with the resident; however, the Owner and the Property Manager have the right to conduct an inspection even if permission is not granted by the resident or the resident is not available.

Access

Neighborhood Offices will retain keys to each home in their neighborhoods, which will be kept under secure control of Property Manager's staff members at all times. These keys are used to provide access for routine and emergency maintenance service to the homes and to assist the resident in the event of an accidental lockout,.

In order to protect our residents' rights to privacy and freedom of contentment, every effort will be made to keep disruptions to a minimum. Property Manager's staff generally requires permission from a resident to enter a home for routine and preventative maintenance services and will provide the request for permission to the resident with at least 24 hours advance notice. The resident may stipulate certain hours when a staff member may enter the home and under what conditions. The resident may desire to be present during a visit or may waive that condition. Property Manager will maintain this information as part of each resident file and refer to it when necessary to provide the most efficient and convenient service possible. A resident may change the conditions relating to access to their home by submitting a written request to their Neighborhood Office. These normal maintenance actions will be done during a reasonable time, recognizing that reasonable may depend on the resident's work schedule. If a staff member enters a home after appropriate notification to the resident to perform routine or preventative maintenance while the resident is absent, the maintenance technician will leave a notice stating the purpose of the maintenance call and the name of the staff member who performed the work.

A resident may not change or add locks without prior permission from the Property Manager. If permission is granted, a resident must provide Property Manager with a copy of the new key.

Conduct, Breach of ROA, Illegal Drugs and Other Unlawful Activity

Residents are responsible for the conduct of their family members and guests. Any conduct that violates the ROA, the RRG or any other applicable laws, rules or regulations, including, but not limited to, drug and other unlawful activity, will be addressed through a written notice to the resident. If the resident, family members or guests fail to comply with the written notice, the resident's chain of command will be notified. Repeated violations of the ROA or RRG may result in the termination of the ROA and immediate eviction. Actions which could be considered as violations of good order and discipline can be grounds for a request to the Installation Commander for the resident to be barred from the post. In addition, the Installation Commander may recommend to the Owner that a resident be evicted for certain actions or behaviors.

All residents are expected to maintain a safe, clean and attractive environment for the health, safety and welfare of themselves, guests and neighbors. Residents are also expected to be mindful and courteous of each other and neighboring properties. Loitering, trespassing and/or disorderly conduct are not permitted.

Noise/Quiet Hours

The Resident and other authorized occupants may not disturb the peaceful enjoyment of the neighborhood. The Resident shall keep the volume of any radio, stereo, TV, musical instrument or electronic device in their home or vehicle sufficiently reduced at all times so as not to disturb other residents. Please use extra discretion during the hours of 10:00 p.m. and 8:00 a.m.

Fort Meade's Directorate of Emergency Services ("DES) has policing authority over all Meade Communities housing areas. The Installation Commander and DES have ultimate authority in determining enforceable quiet hours.

Fire Prevention

Good housekeeping, care and cleanliness are synonymous with fire prevention. Some of the basics for preventing fires are:

1. Never leave children unattended.
2. Do not smoke in bed.
3. Never empty an ashtray into a trash can without first running under water and do not do so before retiring for the night.
4. Never leave food cooking unattended. If a cooking fire occurs, cover the burning pan with a lid or larger pan and switch off the stove. **Do not attempt to move the burning pan and never put water on a grease fire.**
5. Kitchen stove exhaust hoods should be regularly cleaned to avoid the buildup of grease in the filter.
6. Always clean lint filters on the clothes dryer before and after each use.
7. Never use flammable liquids for cleaning purposes; only use nonflammable solvents.
8. A portable, multi-purpose fire extinguisher is provided in the kitchen of each home. If the fire extinguisher is discharged for any reason, or if the resident finds the device is not charged according to the gauge, the resident should notify their Neighborhood Office.
9. Propane, turkey fryers and charcoal grills may only be used outdoors 25 feet from any dwelling on the installation. Never store propane or gas cylinders in buildings or garages. If you store a gas grill inside during the winter, disconnect the cylinder and leave the tank outside. Fire pits are prohibited.
10. **Familiarize your family and occupants or guests with your household fire plan, "Planning to Survive a Fire in your Home", a copy of which is available at your Neighborhood Office.**

Residents will be responsible for damages to their home due to a fire that is a result of a violation (whether by the resident or their guests) of normal precautionary measures. **If a fire occurs, the Resident must first call the fire department at 911 and then the Neighborhood Office immediately.** Residents found liable for fire damages to their home or the premises will be required to reimburse the Owner for the repair cost. In addition, a letter advising the resident of the damages and their responsibility to pay for such damages will be sent by the Property Manager to the resident and the resident's chain of command. If any type of fire violation continues, the Owner may take action to terminate the ROA.

The Fort Meade Fire Chief may conduct safety inspections in the home at their discretion. For routine inspections, the resident will be given a 24-hour advance notice. If there is a perceived fire safety issue, the Fire Chief has authority to conduct an immediate, unaccompanied inspection.

Pest Control

Good housekeeping prevents pest infestation. All residents must keep their homes in a clean and sanitary condition at all times. Residents must immediately notify their Neighborhood Office of the presence of any pests or vermin in the home or common areas. Pest control service is available Monday through Friday; residents should contact the Neighborhood Office for an appointment. Resident preparations before pest control services are provided are critical and should be followed for effective treatment, comfort and safety. The Neighborhood Office will keep documentation and log all services rendered to ensure routine and satisfactory service.

Preventive treatments to all homes are performed every ninety (90) days; however, service will also be provided upon request between preventive maintenance visits. A seven (7) day advance notice will be sent to a residence prior to treatment, along with a minimal preparation checklist. Access to your home is imperative for maximum effectiveness of treatments.

Neither the Owner nor the Property Manager is responsible for removal of wildlife from areas other than the interior of a home. Residents should contact the Neighborhood Office to report wildlife in the interior of a home. Please call the Animal Control Officer at 301-677-6623 for any assistance you need with wildlife outside of your home.

Weapons and Ordnance

Per Fort Meade Policy Memorandum #190-11-1, residents of Fort Meade privatized housing must register their privately owned firearms with the Visitor Control Center (VCC), Fort Meade, within seventy-two (72) hours after their arrival at Fort Meade. Proof of ownership is required for registration; however, firearms will not be taken to the registration section. E-1 through E-4 military members must maintain their weapons in their Unit's Arms Room. E-5 military members and above may maintain their weapons at their home. Firearms and projectile weapons stored in family housing must be unloaded and secured in a locked container (gun cabinet, lockable closet, gun case, etc.). Residents may only store or maintain ammunition for their registered weapons in their homes. Ammunition must be stored separate from the container in which the weapon is stored.

If a resident who has previously registered a weapon moves, changes the storage location of the firearm, or trades or sells the firearm, it must be reported to the Directorate of Emergency Services (DES) and VCC within seventy-two (72) hours of any such change. Visitors bringing firearms on Fort Meade for the sole purpose of participating in authorized hunting or shooting events will not have to register. Violations to this policy will result in confiscation of the weapons(s) by the DES

Resident may not have other explosives or pyrotechnic devices in their homes.

Utilities and the Live Army Green Program

The Owner is responsible for providing the following utilities to all residents: Electricity, water, sewer, gas, garbage collection, and recycling collection. Utilities are provided by Baltimore Gas & Electric (BGE) and Directorate of Public Works (DPW).

The Department of Defense has mandated the “Live Army Green” Program for electricity and gas usage in selected homes. If the home is participating in this program, the resident is responsible for the cost of any natural gas and/or electric consumption above the average usage amount (the “baseline”) for similar homes at Fort Meade. Consumption below the baseline will result in a credit or rebate to the resident.

Monthly statements are sent to all residents who are participating in the Live Army Green Program. Monthly statements indicate the actual consumption for the home compared to the baseline. If the utility consumption is more than ten percent (10%) of the baseline (10% being the “buffer”), the monthly statement will include an invoice for any amount greater than \$25.00 (the “trigger point”). If the utility consumption is less than the baseline, the resident will receive a rebate if the amount owed the resident is great than \$25.00 (the “trigger point”). Upon vacating of home, the resident will be responsible for all funds due for utility consumption prior to clearing.

The Live Army Green Program, as well as the baseline, buffer, and trigger points is subject to change. Any such change will be communicated in writing to all residents participating in the Live Army Green Program.

Residents are responsible for all other utilities not listed above, including, but not limited to, telephone (local and long distance), cable TV (basic and expanded), Internet access (high speed, or dial-up), and any other service directly contracted for by the resident.

Changes in Policy

From time to time, it may be necessary to change policies and/or adopt new rules. Affected residents will receive a 30-day written notice of any changes. By signing an ROA, all residents agree that they have read and understand the rules and policies in this RRG and that the resident agrees to comply with subsequent changes or updates to this RRG.

Exceptions to Policy (ETP)

A procedure has been developed to assure clear communication and timely and proper processing of any request for Exceptions to Policy. The goal of this process is to generate an agreeable decision and solution for all parties.

A general request for ETP may include, but is not limited to, a Wounded Warrior (accommodations in home type and priority); retention of family housing beyond date of retirement or ETS; military dependent restricted tour request to house family members; request to retain housing until school year completion beyond service members change in station date; request for bonafide guest; medical or financial accommodations; or any other (request that is not specified elsewhere in this document).

A resident seeking an ETP should contact his/her Neighborhood Office to initiate a request. A resident will be responsible for completing a Request for Exception to Policy packet and returning it to his/her Neighborhood Office.

To initiate a request for ETP, the sponsor will need to provide, at a minimum, the following information:

- Letter detailing the request and reason for making it
- Resident's Social Security Number
- Home Address and Phone Number
- Duty Address and Phone Number (if military)
- Written endorsement of support recommending approval by an O-5 or above in the service member's chain of command (if military)
- Copy of Orders when applicable to the request (such as a request to extend occupancy for family members when a service member has received PCS orders)

The nature of the request for ETP will determine whether additional documents are required to process the request. Additional documents may be required for a medical exception and extension of occupancy; however, other types of requests may also require additional documentation. An ETP request is not officially submitted, nor reviewed for consideration, until a complete packet with all required documentation has been received. Once a complete ETP request packet has been received by the Neighborhood Office, the office will submit it to the Fort Meade Family Service Program Manager (FSPM). If the ETP request is based on a stated medical condition, the FSPM will verify that the packet includes supporting documentation from a qualified medical doctor that identifies the medical condition(s), how it impedes the functioning of the resident in a home environment, and what housing accommodations are requested. The FSPM will forward the ETP to the Community Management Director (CMD), and/or the Deputy Community Management Director (DCMD), who will approve or disapprove the ETP, with or without conditions. Approval of ETPs will be communicated to the resident by their Neighborhood Office. All disapprovals will be communicated by the CMD or DCMD in writing, along with the reason for the disapproval. A resident may appeal the disapproval to the Owner's Program Director and the RCI Housing Chief.

Corvias will make every effort to approve or disapprove upon an ETP within 10 business days of the CMD or DCMD receiving a complete ETP packet,

For more information on the procedure for requesting a medical ETP, please refer to Appendix E.

Violations of Policy

Normally, minor acts of misconduct or minor violations of resident policies will result in a written notice to the resident by the Property Manager's staff. The notice will detail the misconduct or violation, what corrective action is required and what action will be taken if further violations occur. In serious cases, or where a persistent pattern of misconduct occurs, or violation of any applicable laws or military rules, regulations, or guidelines, the Owner will give the resident written notice of its intent to terminate occupancy. Eviction action, if necessary, will be filed in the appropriate court.

Chapter 2: Care of Homes

Satellite Dish/Antenna Policy

Residents may install a satellite dish in accordance with applicable federal regulations. Residents living in homes that can receive satellite signals who wish to install a satellite dish **must** adhere to the following regulations:

1. **Satellite dishes may only be installed within the home, on a patio or in the backyard area that is considered part of the home.** Residents may not install a satellite dish in a common area or on the roof. Residents may not install a satellite dish outside their home unless there is a direct access patio or back yard. Residents may not install a satellite dish on an exterior wall. Residents may install a satellite dish entirely inside their home.
2. **Installation must not damage the home.** Residents must not damage their home or building when installing the satellite dish. Residents may not drill holes in railings, floors, exterior walls, or any other location. Installing a satellite dish with clamps is the preferred method of installation.
3. **Satellite dishes must not be larger than one meter in diameter.** Residents may not install any satellite dish larger than one meter (3 feet, 3 inches) measured across its widest part.
4. **Satellite dish must be securely mounted and may not extend beyond the edge of the backyard of the home.** The satellite dish may not be mounted in such a manner that it can become dislodged. The satellite dish must not extend beyond the edge of the patio or backyard. Residents cannot hang a satellite dish out of a window.
5. **Satellite dish must be professionally installed.** Residents may not install their satellite dish themselves. A professional contractor must be hired to install the satellite dish for the resident. Residents must receive prior approval of the installation plan from the Property Manager prior to installation. Residents must agree to Property Manager's supervision of the installation. Satellite dish installation must be scheduled with Property Manager in advance to ensure proper supervision of installation.
6. **Residents are FULLY responsible for any and all injuries or damages to persons or property resulting from their satellite dish.** Residents install and operate their satellite dish at their own risk and agree to indemnify the Property Manager and the Owner, including their employees or agents, from any and all injuries or damage resulting from the ownership, installation, and/or use of the satellite dish. Proof of the installer's liability insurance, naming the Property Manager and Owner as additional insureds, must be provided to the Property Manager prior to the installation of a satellite dish. The installer's insurance certificate must be faxed to the Property Manager directly from the insurance company.

Residents must receive written approval for the satellite dish installation and sign the Satellite Dish Addendum prior to the installation of a satellite dish from the Neighborhood Office. The Neighborhood Office will work with the resident on any satellite dish installed prior to 1 May 2002 to develop a plan to comply with these guidelines.

Alterations

Property Manager will clean, paint and perform routine maintenance in each home prior to a new family moving in. Residents may wish to add customized accents such as painted walls and wallpaper to make their house feel more like home. Residents must obtain written authorization for these types of alterations from the Neighborhood Office prior to work being performed. Authorization is intended to alleviate concern for restoration charges that could be assessed. Alterations include any form of structural change or remodeling. Attaching or removing fixtures or appliances also requires Neighborhood Office approval. Residents are not authorized to obtain maintenance or repair services from a private contractor unless it is to service their privately owned appliances, i.e. washer and dryer.

It is also required that the Resident restore the wall or other feature to a condition such that it can be covered with one coat of typical off-white paint during maintenance of the home after move-out. The Resident should remove wallpaper and use white primer on dark wall paints.

Owner and Property Manager are committed to the principles of fair housing. In accordance with fair housing laws, Owner or Property Manager will make reasonable accommodations to their rules, policies, practices or services and/or will allow reasonable modifications under such laws to give persons with disabilities access to and use of the home. In the event that resident requests any such accommodation/modification, resident will be required to sign an addendum regarding the approval and implementation of such accommodations or modifications, as well as restoration obligations, if any.

Garage Doors and Openers

Homes with a garage come equipped with a garage door opener. One remote control is provided for a one car garage and two remote controls are provided for a two car garage. The remote controls are pre-programmed to work on the home's garage door opener only. Replacement of lost remote controls will be at the resident's expense. Garage doors must be left down, unless the garage is in use, to preserve the uniform and neat appearance of the neighborhood

Storage Sheds

Installation of privately owned storage sheds must be pre-approved by the Neighborhood Office. The need for additional storage space must be documented in such a way that clearly and accurately defines the proposed location in relation to the home, fences and sheds, playgrounds, roads, parking areas, utilities lines, etc. **Storage sheds may not be placed in newly constructed neighborhoods and/or the historic areas of Heritage Park.**

Additionally:

1. Sheds cannot exceed 120 square feet in floor area;
2. The construction of storage sheds is permitted only on the area behind the home and cannot be fastened or attached to the home;

3. All storage sheds must be of commercial type, properly constructed and be anchored securely to prevent possible overturning from forces such as wind or rain;
4. The color of the shed must be compatible with the exterior color of the home;
5. All storage sheds must have a metal or plywood floor;
6. Prior to moving out of the home, a resident will be responsible for dismantling and removing the shed and restoring the area to the same manner in which it was prior to the shed being installed.
7. Storage sheds left by a resident after vacating the home will become the property of the Owner.

Patio Covers

Construction or installation of commercial-type patio covers and window awnings is not authorized.

Pet Doors

Pet doors are permitted with the following conditions:

- Pet door specifications will be determined by the Property Manager and the Property Manager will purchase the pet door directly from an approved vendor.
- Residents must reimburse Property Manager for the actual cost for the pet door. A copy of the purchase request can be provided as needed.
- The pet door will be installed by Property Manager at no additional expense to the resident, including doorway modifications, if any are necessary.
- The approved location for the pet door is the rear entry of the home, on the outside of the existing entry door.
- The pet door will be maintained by Property Manager, and will become a permanent fixture of the home once installed.

Rules for Neighborhood Center

Hours:

- Neighborhood Office Hours:
Normal Business hours are: Monday - Friday 8 a.m. to 6 p.m.
Saturday 10 a.m. to 5 p.m.
Sunday Closed*

(On Sunday, the center is monitored from 1 to 5 p.m. to allow residents to use the Neighborhood Center amenities.)

- Fitness Center
6 a.m. to 10 p.m. daily

(Access will be through the use of the residents' issued key fobs.)

- **Half-Court Gymnasium**
The half-court gymnasium's that are located in the Meuse Forest and Potomac Place Neighborhood Centers are normally open the same hours as the Fitness Center; however, it may be reserved from time to time for private gatherings and will not be open to the residents during those times.
- **Pool Hours:**
Pool hours will be established and published in the neighborhood newsletter prior to the summer months. Life guards will be on-duty during all posted hours of operation; however, no drop-off childcare will be provided. Children under 14 years of age must be accompanied by a parent or guardian, at least 18 years of age, while in the pool area.

Access, Age Restrictions and Rules:

Access:

- Key fobs for access to the Fitness Centers and Gymnasiums will be issued to residents once they have signed the Neighborhood Center Rules Agreement. *One key fob will be issued per family for your specific neighborhood center. Key fobs for additional immediate family members (adults 18 years of age or older) will be provided upon request. Key fobs to access any or all of the other neighborhood centers will be provided to adult immediate family members upon request. A replacement fee will be charged for lost key fobs. Key fob usage is electronically recorded and reviewed in the event of accident or misuse.*
- Key fobs will also be issued to the Military Police.
- **Children under 13 years of age must be accompanied by a parent, guardian or sponsor, who is at least 18 years of age, while visiting the Neighborhood Center gymnasium, multi-purpose room, media/game room, computer lab or pool. No drop-off child-care is provided.**

Overall Rules:

- Residents and guests must comply with all posted signs and directions.
- No pets are allowed in the Neighborhood Center, pool or playground areas.
- No smoking is allowed in the Neighborhood Center, including all air conditioned and heated spaces, or the surrounding pool area (except in any specifically designated smoking area).
- No food or drinks are allowed in the Club Room, without prior management approval.
- No glass bottles are allowed in the pool, pool area, gymnasium, locker rooms or fitness center.
- Residents may not bring alcoholic beverages to the Neighborhood Center or any of the amenity areas, including the pool and playground areas. Intoxicated persons will be denied entry and/or asked to leave the Neighborhood Center and amenity areas.
- Any resident caught engaging in any illegal or illicit activity at the Neighborhood Center will not only face legal consequences, but will also permanently lose the privilege to use the Neighborhood Center.
- There is a 24-hour video surveillance system in place.
- No propping open of doors to any part of the Neighborhood Center is allowed by anyone other than management. Access by the residents is through the issued key fobs.

- Continued misuse of the facilities or violation of these rules may result in loss of use privileges.
- No profanity or loud music is permitted. All music must be appropriate to a family environment.
- Proper attire (shoes and shirts) is required in the Neighborhood Center - no wet bathing suits are permitted beyond the locker rooms.

Locker Rooms:

- No permanent locks may be kept on lockers. Please take your lock off of the locker that you use at the end of your visit to the Center each day. Management reserves the right to cut off locks that are not removed in accordance with this policy.
- Management is not responsible for lost or stolen items.

Computer Lab:

- When using the computer lab, please restrict your computer use to twenty (20) minutes or less if others are waiting. If no one else is waiting, use may continue beyond twenty minutes. Software is installed to ensure that only family friendly sites are visited. Any changes to this software or use of these computers to visit unauthorized Internet sites are strictly prohibited and will result in loss of use privileges.
- Residents must sign-in to use a computer in the computer lab and show proper identification. The sign-in sheet will indicate which computer they used.

Gymnasium:

- When using the gymnasium, please restrict your use to thirty (30) minutes or less if others are waiting for their turn.

Guests:

- Residents are responsible for the behavior of their guests. No more than two (2) guests are allowed with a resident to use the recreational facilities at any time unless a private gathering or meeting has been scheduled and approved in advance.

Private Reservations:

- When the Neighborhood Center is used for private gatherings, the premises must be delivered to the Property Manager in the same condition the premises were in at the commencement of the agreement. Contact the Neighborhood Center at the location you desire to reserve for policies and scheduling for private gatherings. A refundable cleaning/damage deposit of \$100 is required to reserve the center for private gatherings. This deposit may be waived for military organizations with management approval and the signature of an officer of the organization.
- Rooms may not be reserved for the purpose of running a business or holding a commercial venture (i.e. Pampered Chef, Avon, Creative Memories, etc.).
- Property Manager reserves the right to restrict access and availability of these facilities.
- See below for additional rules regarding resident use of the Neighborhood Center.

Game Room:

- Residents may check out the game boards and TV remote controls from the management office with a valid ID when using the Game Room.
- Videos and DVD's brought into the Neighborhood Center must be family friendly and Property Manager reserves the right to discontinue any movies deemed inappropriate.

List of Violations

- Inappropriate use of Internet service
- Disorderly conduct (i.e. inappropriate language, fighting, yelling, etc.)
- Damage to Neighborhood Center or other's property
- Violation of minimum age limit
- Disrespectful treatment of the Neighborhood Staff

- Violation of any of the Rules and Regulations

Consequences of Violations at the Neighborhood Center

- **First Violation:** Removal from premises and/or loss of Neighborhood Center use privileges for one week
- **Second Violation:** Permanent loss of Neighborhood Center use privileges

Management reserves the right to permanently ban anyone from the center for flagrant violations of the rules without going through the first violation step (depending on the severity of the violation.)

Destruction of property or theft of Neighborhood Center property will result in legal consequences and a permanent ban from the Center.

Fitness Center Rules and Regulations

1. **ADULT SUPERVISION:** Any resident under the age of eighteen (18) years is not permitted in the Fitness Center; however, residents ages 13 to 17 may access the Fitness Center if they are accompanied by their parent or guardian.
2. **GUESTS:** Resident shall not permit any guest to use the Fitness Center unless the guest is accompanied by the resident and resident has obtained authorization from management in advance. Resident is responsible for the conduct of his or her guests in the Fitness Center and any violation of this RRG or Fitness Center rules and regulations by the guest may result in loss of privileges to the resident.
3. **USE OF FITNESS CENTER:** Resident will use the Fitness Center in a safe manner and only for the purpose of exercising. Resident will not use the Fitness Center in any way which is offensive or dangerous to other residents or other users of the Fitness Center. Resident will comply with policies of Owner for use of the Fitness Center. Owner may prohibit use of the Fitness Center by any resident that Owner believes has failed to comply with any of the provisions of this RRG.
4. **DRESS:** Resident must wear appropriate shoes and clothing (including shirts) in the Fitness Center.
5. **CLEANING OF MACHINES:** All machines must be wiped clean of sweat after each use.
6. **RIGHT TO DISCONTINUE USE:** Resident agrees that Owner provides the Fitness Center for resident as an amenity. Owner may close or limit the use of the Fitness Center at any time and for any reason without concession to the resident.
7. **TIME LIMIT ON USE OF MACHINES:** When using the machines in the Fitness Center, please restrict your use to thirty (30) minutes per machine if someone is waiting to use the machine.
8. **NO SUPERVISION:** Resident understands that no attendants or supervisor of any kind will be in the Fitness Center.
9. **NO WARRANTIES:** Resident understands that Owner makes no representation that Owner's representatives, if any, have expertise in the use, operation or physical condition of the Fitness Center or the equipment. Resident understands that Owner makes no representations or warranties that the Fitness Center or the exercise equipment is safe for use.
10. **USE AT YOUR OWN RISK:** Resident agrees that the use of the Fitness Center by resident and approved guests shall be at the resident's or guest's own risk.
11. **RELEASE:** Resident agrees that if a personal injury, death or damage to personal property happens through the use of the Fitness Center or fitness equipment, resident may not bring a claim or lawsuit against Owner. Resident also agrees that if resident's approved guest suffers a personal injury, death or damage to personal property, resident will be responsible to pay to Owner any money which Owner or Owner's insurance company pays or is required to pay because of the injury to resident's approved guest.

12. PHYSICIAN'S CONSENT: Resident should consult his or her physician before any physical fitness program is initiated.

Pool Rules and Regulations

1. This Pool is open to residents and their guests. Residents must sign the Pool Use Addendum and be issued a Pool Pass prior to use.
2. ADULT SUPERVISION: Any resident under the age of 14 must be accompanied by an adult guardian 18 years of age or older. Each adult resident may accompany a maximum of six (6) children at one time. (Special pool passes are available for households with more than 6 children.)
3. Residents must accompany their guests to the pool. There is a four (4) guest per household limit. Guests are defined as persons who do not have a Pool Pass. Residents are responsible for the conduct of their guests.
4. Residents and their guests must use the pool in a safe manner.
5. DRESS: All patrons must wear swimsuits that are appropriate for public appearance, no thongs, sports bras, basketball shorts, underwear, cut-offs or denim shorts. All suits must be lined. Children who are not potty-trained must wear swim diapers while in the pool.
6. Diapers must be changed in the restrooms and not the pool area.
7. Patrons must use the shower before entering the pool.
8. No food or drinks are allowed in the pool area. No glass or pottery-type containers allowed in the pool area.
9. Persons with skin disorders, bandages, open wounds, eye, nose or mouth discharge may be refused entrance to the facility.
10. The pool will be cleared periodically to allow for safety checks.
11. Absolutely no running, horseplay, diving, or obscene language is permitted in the pool area.
12. Inflatable rafts, water wings/floaties and toys are not permitted in the pool.
13. Young children may wear Coast Guard approved life vests in the pool. Children must be within arms-reach of an adult guardian 18 years of age or older at all times.
14. Prolonged underwater breath-holding is strictly prohibited.
15. No pets are allowed in the pool or pool area.
16. Residents and their guests should not over-expose themselves to the sun.
17. The pool and pool area are off-limits when closed.
18. Lifeguards will be provided during posted hours and will have the authority to close the pool for weather or safety reasons. Residents and their guests must comply with lifeguards' instructions or risk loss of use privileges.
19. No alcoholic beverages are allowed on the pool area. Intoxicated residents or guests will be denied entry or asked to vacate the pool area.
20. Lifeguards must be obeyed and have the authority to issue guidance on anything not covered in the Pool Rules.
21. Lifeguards and Property Manager will monitor the number of residents allowed inside the pool area at any one time in order to stay within maximum capacity requirements. Access is granted on a first come, first serve basis.
22. Residents and their guests use the pool at their own risk.
23. No wet bathing suits are allowed in the Neighborhood Center.

Reserving a Room in the Neighborhood Center for a private gathering

1. When the Neighborhood Center is used for private gatherings, which is only available to residents, the premises must be returned to Property Manager in the same condition that they were in prior to resident's use.
2. Each Neighborhood Center Office maintains a calendar and should be contacted for policies and scheduling for private gatherings.
3. Property Manager's staff is not available to set-up or staff a resident's private gathering. Resident's are responsible to provide cleaning supplies and equipment for their gathering.
4. Residents may check out the game(s) and TV remote controls from the Management Office when reserving the Game Room.
5. Rooms may not be reserved for the purpose of running a business (i.e. Pampered Chef, Avon, Creative Memories, Scrapbooking, etc.).
6. The hours of the Neighborhood Center (6 a.m. to 10 p.m.) apply to private gatherings.
7. The Owner reserves the right to restrict access and availability of these facilities.
8. Priority for room reservations will be given to groups that serve the needs of the military families (i.e. family support groups, deployment and reunion briefings, AFTB classes, etc.)
9. Property Manager reserves the right to limit the number of reservations made by one individual or one organization in order to promote access to the Neighborhood Center to a broad range of residents.
10. No alcoholic beverages will be allowed.
11. A refundable cleaning/damage deposit of \$100 is required to reserve a room for a private gathering. This deposit may be waived with Property Manager's approval for military organizations.

Please contact the Neighborhood Center in which you would like to reserve a room to discuss the request and the specific requirements that may be applicable.

Swimming Pools

Personal swimming pools 12 inches or less in height and no more than 10 feet wide may be positioned in the backyard of a home on grass areas but must be emptied daily and removed when not in use. Resident will be responsible for repairing any damages to property, including grass areas, at their own expense. Resident assumes all responsibility for the installation, operation and supervision of any such swimming pool. An adult must supervise personal pools at all times.

Hot Tubs and Spas

Hot tubs and spas of any kind are not authorized inside or outside of homes on Fort Meade.

Skateboards/ In-Line Roller Skates & Small Motorized Transportation Devices

Skateboards/in-line roller skates are permitted. Skateboards/in-line roller skates must be ridden on sidewalks rather than on installation roadways. Skateboarders must wear helmets, which are also recommended for in-line roller skaters, and both must always yield to pedestrians and

vehicular traffic. Any motorized form of skateboard is not permitted. Go-karts and all-terrain vehicles (ATVs) are not permitted in housing areas. Use of other unlicensed or non-traditional forms of motorized transportation equipment require prior authorization of the Neighborhood Office and the Directorate of Emergency Services office (Military Police)

Trampolines/ Swing Sets/ Other Play Equipment

Trampolines may pose a very serious safety and liability issue to residents and guests. The installation and use of trampolines is strongly discouraged. Residents who install and or use such equipment do so at their own risk and assume all liability for personal and property damage that may occur. Any trampoline that is installed must incorporate the manufacturer's recommended safety net to reduce potential injury and must be installed in the backyard area of the home. During the scheduled lawn care day, all personal belongings must be picked up. In the event that personal belongings are not removed, the resident will be responsible for maintaining landscaping (including mowing underneath of the trampoline). Please see the landscaping section of the RRG for more information.

Swing sets and other similar types of children's outdoor recreational equipment are permitted in housing neighborhoods. Equipment must be whole and without defect so that it does not present a health and safety risk. Please provide the Neighborhood Office with a picture or description of proposed equipment prior to installation. Equipment cannot be placed until written permission is granted. The resident is responsible for the safety, supervision and upkeep of any such equipment and for the restoration of damaged areas of turf or landscape caused by use of equipment, as well as for injury occurring on, or due to, the equipment.

Play equipment is restricted to the backyard, unless approved by Property Manager in advance. All portable play equipment, including basketball goals designed for any age group, must be stored in the rear of the home. Equipment must not be visible from the street, common parking areas or primary housing entrances and walkways.

Play equipment must be removed by the resident when vacating the home or will be removed by Property Manager at the resident's expense.

Outdoor Furniture and Curb Appeal

Only furniture intended for outdoor use is to be used outdoors in Fort Meade housing. Property Manager, in its sole discretion, may deem that specified personal items will not be allowed in the patio or yard area adjacent to a home, or in any common area. Additionally, Property Manager may, in its sole discretion, determine that a resident's personal items on the patio or yard take away from the appearance of the neighborhood and require removal by resident.

Fencing Policy

Residents wishing to install a fence may request permission to self-install, at their own expense; however all fencing installed must meet the specifications set forth by Property Manager. If residents wish to install a fence themselves, they must submit a request through the Neighborhood Office.

Fencing Installation:

Areas that may be fenced will be determined in the sole discretion of Property Manager and will depend upon the size and location of the home and the topography of the yard. Fences will not be installed in front yard areas.

Fence installation is not permitted in the following areas:

- Newly-constructed town homes in Potomac Place and Meuse Forest with rear garage entrances.
- Cottage homes located on Bamford Street and Doyle Street in the historic areas of Heritage Park.
- Newer housing areas in Patriot Ridge and Normandy Bluffs.
- Other homes may be designated as non-fenced, at the discretion of Meade Communities.

Fence Specifications:

- For homes in the historic areas of Heritage Park and newly-constructed single family homes on post: All fences installed will be 48" black metal fencing. A black metal gate will be installed with each fence.
- For all other homes: All fences installed will be 48" black vinyl-coated chain link fencing. A black vinyl-coated chain link gate will be installed with each fence. Attached homes will receive a 6' x 8' white vinyl privacy divider when the fence is installed.
- A mulched mowing strip will be installed under the fence line.
- A full set of specifications including material information, approved vendors, gate size, installation requirements, etc. can be obtained from your Neighborhood Office. Failure to follow the approved fence specifications will result in a violation notice and will require correction or removal at the expense of the resident.

Resident Responsibility:

The resident is responsible for keeping the yard area inside the fence perimeter clear of debris and accessible for yard maintenance. Should the grounds maintenance company be unable to maintain the area within the fence due to the presence of pets or other impediments to clear access, the resident shall assume responsibility for grounds maintenance and will regularly mow/edge the yard to the standards set forth by Property Manager.

The resident must keep the fencing in a good state of repair and must contact their Neighborhood Office if repairs are needed to any Owner-installed fencing. Any resident of a multiple unit building who shares a common sideline with an adjacent resident is equally, jointly and severally responsible for that line of fence. Fence components on any Owner-installed fencing will be repaired or replaced by Property Manager if it becomes damaged. However, if repair or replacement is needed due to resident negligence, the resident shall be responsible for the cost of such repair or replacement.

The resident must keep self-installed fencing in conformance with the Property Manager's specifications. Property Manager is authorized to remove any fence that does not conform to its specifications. If a self-installed fence is removed for cause, the resident will not be reimbursed for the cost of the fence. Self-installed fences that remain after move out become property of Owner.

Fences will not be used for hanging laundry, wet towels, ornaments, or any other similar purpose.

Neither Owner nor Property Manager shall be responsible for mishaps associated with fences. For example, children or dogs that get out of a fenced area are the responsibility of the parent and/or owners.

Window Coverings

Property Manager supplies appropriate window coverings for all windows in the home. Please contact your Neighborhood Office if shades or blinds are broken, missing or otherwise need replacement. Resident is responsible for the replacement cost if damage to blinds is caused by anything other than normal wear and tear.

Property Manager will make necessary repairs or replacements. Only proper window decorations and coverings may be used to cover windows. Flags, sheets, blankets and other non-standard coverings are prohibited as a replacement for supplied shades and blinds.

Installation of Air Conditioners and Other Privately Owned Equipment

1. Resident-owned air conditioners are not permitted. All homes have centrally installed heating and air conditioning units.
2. Resident-owned stoves, range hoods, refrigerators and dishwashers are not permitted. All homes come fully equipped with a stove, range hood, refrigerator and dishwasher.
3. The above listed appliances installed in a home may not be removed or replaced with privately owned appliances.
4. Resident may utilize a freezer, second refrigerator, washer, dryer, etc., to accommodate their household needs when the appropriate power supply is available. Resident should be aware that additional appliances increase the consumption of utilities, which may result in the resident incurring utility charges through the Live Army Green Program, where applicable. The Resident assumes responsibility for any damage caused to the home by the installation, use or removal of personally owned appliances or equipment. Property Manager does not provide parts or service for resident's personal appliances. If a resident desires to add an additional appliance, it is resident's responsibility to determine if the home has the appropriate electrical connections to support such an appliance.
5. Use of waterbeds is authorized; however, resident will be liable for any damages caused by the use of a waterbed.

Laundry

Resident shall not hang or place laundry on the exterior of any home, building or on the lawn area of any home or building.

For your convenience all Neighborhood Centers have a coin operated laundry-room available for resident use.

Chapter 3: Maintenance and Repair

Work Order Procedures

Property Manager is committed to providing excellent maintenance service to our residents. In order to resolve maintenance requests as efficiently as possible, residents should notify the Neighborhood Office immediately when maintenance is required. Maintenance work orders may be placed via telephone call, email, fax, web page, hand-written note, or personal visit to the Neighborhood Office. The Resident may grant permission for maintenance technicians to access the Home for the purpose of completing maintenance service while family members are not home. Uniformed maintenance technicians will leave a notice when they have been in the home. Maintenance technicians will not enter a home with children less than 18 years of age present unless an adult 18 years of age or older is also present. In addition maintenance technicians will not enter a home unless all pets are restrained or locked away from the area that requires maintenance.

Property Manager will provide 24-hour emergency maintenance service to our residents. Routine maintenance will be accomplished quickly, efficiently and according to the highest standards.

Work Order Priorities

Residents should immediately call 911 and then call the Neighborhood Office in the event of any life-threatening emergency, such as fire, flood or medical emergency due to failure of mechanical equipment or housing components.

Work order priorities will be addressed according to the following priority system:

a. Emergency Response Time - 4 hours or less

Emergency work orders take priority over all other work orders and will receive immediate action. Property Manager will respond promptly to handle all maintenance emergencies. The following situations are examples of some, but not all, emergency conditions which may constitute an immediate threat to life, health, mission, security or property:

1. No heat when outside temperature is below 60 degrees Fahrenheit
2. No air conditioning when outside temperature is above 78 degrees Fahrenheit
3. Natural gas leak
4. Electrical short or fire
5. Electrical fixtures shorting or sparking
6. Broken electrical components which may cause fire or shock
7. Sewer back-up
8. Inoperable commodes (when only one is available for use)
9. Frozen pipes
10. Overflowing drains
11. Water outage or major leaks from pipes, drain or faucet

12. Stove, oven or refrigerator inoperative
13. Lock-ins of small children
14. Hot water supply outage
15. Broken window(s)
16. Resident locked out
17. Door lock broken
18. Roof leaks

The response time for each work order emergency may differ depending on the type of emergency.

b. Urgent Response Time - 2 working days or less

Urgent work is that work that is required to correct a condition which could become an emergency could seriously affect morale or has command emphasis. One example is when a heating or air conditioning systems malfunctions or fails when more moderate temperatures exist. The following situations are examples of some, but not all, work that may be classified as urgent:

1. No air conditioning when outside temperature is 78 degrees Fahrenheit or less
2. No heat when outside temperature is 60 degrees Fahrenheit or greater
3. Cracked window
4. Garage doors that are jammed or inoperable
5. Garbage disposal that are jammed or inoperable
6. Tub, sink or exterior faucet drip
7. Light fixtures, switches or receptacles not working
8. Inoperable commode where other operable commodes exist

c. Routine Response Time - 3 working days or less

All work that is not classified as either emergency work or urgent work will be responded to within 3 working days or less.

Residents are encouraged to contact their Neighborhood Office if there are questions concerning any maintenance issues.

Power Outages

If you are experiencing a power outage, please call your Neighborhood Office so we can identify if your outage is specific to your home or if it is a widespread outage. Should an outage occur, Property Manager will contact the appropriate parties so they can work together to restore power to the impacted homes.

Hazardous Waste Materials Disposal

The Department of Public Works (DPW) has a hazardous material collection site, located at building 2250 on Rock Avenue.

Operated for the benefit of all of our residents living on post, the collection site offers residents a place to bring hazardous materials that require special disposal. Examples of materials that the site is prepared to accept include:

- Paints (including spray paint, latex/oil/water based paint etc.)
- Furniture stains
- Household cleaners
- Aerosol cans
- Lubricants
- Fluorescent light tubes
- Motor oil
- Oil filters
- Batteries
- Herbicides and pesticides

The hours of operation for hazardous waste drop off are 7 a.m. to 2:30 p.m. Monday through Friday. Please do not drop off any hazardous materials while the office is closed. For more information regarding hazardous waste disposal, please call 301-677-9894.

Lead-Based Paint

Homes at Fort Meade built after 1978 should be lead-based paint free. For homes built before 1978 that may still have lead-based paint. Owner is required to provide residents will all information regarding location, condition and potential hazards of the paint in the home. For homes where lead-based paint may still be present, the painted surfaces are continually monitored and maintained to specifications outlined in the Maryland Department of the Environment Lead-Based Paint Risk Reduction standards and the Federal Housing and Urban Development Standards, as well as the Corvias Lead Based Paint Operations and Maintenance Plan.

Trash Removal and Recycling

Newly-Constructed Multiple Family Buildings

Residents of newly-constructed attached homes will use the central neighborhood trash compactors for disposal of household items. Household trash, recycling and bulk items should all be left in this central compactor area. Residents may not store trash or recyclable items on patios, porches or any common areas, interior or exterior.

For the newly constructed homes at Heritage Park, residents should place recyclables into the marked recycle bins in the trash enclosure area. Residents should use the easy access (shoulder height) hatch door and for disposing of regular trash and bulk trash can be deposited around the corner from the regular trash disposal (open the gate and leave bulk items).

For residents in the newly constructed homes in Meuse Forest and Potomac Place, the central trash compactor is safe and easy to operate; simply open the compactor loading door, deposit the trash into the container, close the door and push start. The compactor cycles automatically and is ready for more trash in under a minute. The counter-balanced loading door is easy to open. Safety switches disable the machine when the loading door is open, preventing injury. Key lock controls prevent unsafe, unauthorized operation.

All Other Homes

Property Manager provides suitable trash removal containers for resident use. Resident must dispose of trash in the manner prescribed by Property Manager. Residents shall not place trash or recyclable materials on patios, porches or any common areas, interior or exterior.

Trash containers should be placed out on the curb after 6:00 PM on the evening before the regularly scheduled pick up day. On the pickup day, containers must be cleared from the curb area no later than 6:00 PM. ***Trash containers must be emptied and stored in the rear yard or garage.***

Recycling will be picked up weekly. Items included in the recycling program are as follows:

- Glass
- Plastic
- Paper/cardboard
- Aluminum/steel

Bulk items may be placed curbside by 6:30 AM on the regularly scheduled bulk trash day or by depositing the items in the large dumpsters maintained by Property Manager at 3000 Ernie Pyle.

Plumbing

The toilets and waste pipes should not be used for any purpose other than those for which they were intended. Please do not dispose of the following in the toilets or waste pipes:

- Sweepings
- Rubbish
- Toys
- Swiffer wipes or baby wipes
- Diapers
- Feminine products
- Paper towels
- Cleaning rags or washcloths

The Resident is responsible for any damage to the building caused by the misuse of such equipment.

1. Water shutoffs and sewer clean-outs will be shown and explained to residents during the move-in inspection.
2. If a resident identifies a water leak, he or she should shut off the water supply if it is safe to do so.

3. It is the responsibility of the resident to make sure that the sewer clean-outs, which are located in different areas of the yard, are not covered. They should be easily accessible to service staff in the event of an emergency.
4. If a toilet backs up in the resident's home due to resident neglect or improper disposal of items such as those listed above, the work order will be completed at no cost to the resident at the first occurrence. If the toilet backs up again due to resident neglect or improper disposal of items, the resident will be assessed charges in the amount of \$25 to \$100 based on the severity of the damage.

Electric/Electrical Panel Box/Light Bulbs

1. Property Manager supplies each home with electric light bulbs at the time of move-in. Residents are responsible for furnishing replacement bulbs of the same type and style, including compact fluorescent light bulbs (CFLs) and will be responsible for installing such replacement bulbs (with the exception of specialty bulbs or bulbs in difficult to reach locations).
2. If a resident suspects an electrical problem, the electrical breaker(s) should be shut off if it is safe to do so. These devices will be identified for the resident during the move-in inspection.

Smoke Detectors and CO Detectors

Smoke and carbon monoxide detectors have been provided to comply with local safety ordinances and must not be deactivated or removed. Any questions about operation or performance of these devices should be directed to the Neighborhood Office. Residents must immediately report a malfunctioning smoke or CO detector to the Neighborhood Office. See Appendix A for more information on the use of your smoke detector.

Snow Removal

Property Manager provides snow removal services within the housing areas. Removal will begin after two inches (2") of snow has accumulated and will continue until the roadways are passable. All major thoroughfares will be cleared before any side streets are begun. Main sidewalks (i.e. those on school access routes) in the housing areas will be cleared after the streets are made passable. Residents are responsible for clearing their driveways and the sidewalks in front of the home.

During a snowstorm, it is imperative that all cars be removed from the roadways to allow for efficient and complete snow removal efforts. Many housing area roadways are marked as "Snow Emergency Routes." Cars parked on these roadways during a snowstorm are subject to towing at the vehicle owner's expense.

Heating, Ventilation and Air Conditioning (HVAC) Filters

As part of the Preventative Maintenance Program, the Neighborhood Maintenance Team will change the HVAC filter upon request by a resident, but these filters will be changed at least twice per year during the semi-annual safety preventative maintenance visit. It is recommended that residents replace their HVAC filters every three months (or more often at their discretion) and residents will be instructed on how to change the filter at the time of their move-in walk through. Filters are available to all residents at their Neighborhood Office and a member of the Neighborhood Maintenance Team will be available to assist the resident with the filter replacement at the resident's request.

Chapter 4: Miscellaneous

Use and Residency

Only those residents and any other authorized occupants listed on the [ROA](#) shall occupy the home and will do so solely as a private dwelling. Residents must notify the Neighborhood Office if a family increases in size due to an event such as the birth of a child, adoption of a child or addition of a spouse, parent or grandparent. Property Manager will update its records to reflect the new family size. Only dependent members of the family may become permanent occupants of the home.

In the event that any person using the home suffers injury, the resident must report to the Neighborhood Office the date, time, place and conditions of such occurrence and the names of all persons who witnessed the incident. The report must be given no later than the next business day after the event has occurred.

Guests

Residents may have guests visit for a period not to exceed 30 continuous days in a calendar year. Any questions should be addressed to the Neighborhood Office. Residents must register guests staying overnight for more than seven consecutive days with the Neighborhood Office.

Subletting/Assignment

Subletting, subleasing or assignment of the home or the ROA is strictly prohibited.

Home/Commercial Businesses

Residents wishing to engage in ventures such as childcare, the sale of home or beauty products, or conduct fund raising events must submit a written request to the Neighborhood Office. Consideration of such requests requires endorsement from the Directorate of Morale, Welfare and Recreation (DMWR). Engaging in any other commercial ventures is not permitted.

Care of Children

Residents are required to comply with The Annotated Code of Maryland, Family Law Article, Section 5-801, Subtitle 8, “Unattended Children” and “Confinement in Dwelling, Building, Enclosure, or Motor Vehicle,” Department of Defense (DoD) Instructions, and Army Regulation (AR) 608-10, Child Development Services and Fort Meade Command Policy, including Memorandum #69, On-Post Curfew for Juveniles. The applicable rules are as follows:

- Any parent, guardian, babysitter or other person charged with the care of a child age eight (8) or less shall not allow that child to be locked or otherwise confined in family quarters. This includes allowing such child to remain unattended in a yard or playground while the person so charged is absent from the premises or such child is out of sight of the adult unless he or she provides a reliable person to remain with the child in order to protect the child from danger, such as fire, scalding, smoke inhalation, suffocation or animals. See Annotated Code of Maryland, Family Law Article, and Section 5-801. Children seven (7) years of age or younger require a person 13 years of age or older to be responsible for them. If the child is eight (8) years of age or older, a person 12 years old or older can be responsible for them. Fort George G. Meade residents will comply with guidelines issued by Anne Arundel County and the State of Maryland.
- The Annotated Code of Maryland, family Law Article, Section 5-801, Subtitle 8 states, Unattended Children. Confinement in dwelling, building, enclosure or motor vehicle:
 - In general-A person who is charged with the care of a child under the age of 8 may not allow the child to be locked or confined in a dwelling, building, enclosure, or motor vehicle, while the person charged is absent and the dwelling, building, enclosure, or motor vehicle is out of the sight of the person charged unless the person charged provides a reliable person at least 13 years of age to remain with the child to protect the child.
- Teen baby sitters (thirteen or more years of age) may supervise children of any age. It is recommended that before selecting a baby sitter, families select a youth who has completed the Red Cross Baby Sitter Course, or who has past babysitting experience. The local American Red Cross, located on FGGM, offers the baby sitter course. A list of certified baby sitters is maintained by Child & Youth Services (CYS) Central Registration for referral. For more information you may contact CYS at 301-677-1156.
- An individual who is charged with the care of children under age eighteen (18) is required by the Child Neglect Law of Maryland to provide supervision appropriate to the age and development of the child at all times.
- An individual who is charged with the care of a child age seven (7) or less shall not allow that child to cross or enter upon a paved thoroughfare open to vehicular traffic unless he or she personally escorts the child or provides a person of at least thirteen (13) years of age to escort the child across or upon such thoroughfare.

- Individuals who provide childcare in privatized housing for more than ten (10) childcare hours per week on a regular basis are required to become certified Family Child Care (FCC) providers. Both the “10-hour” and “regular basis” conditions must be met for this requirement. Contact the Family Child Care Office at 301-677-1160 for more information on certification qualifications.

Per Fort Meade Policy Memorandum #43

- **Children 7- 9 years old** will not be left alone without adult supervision, with the exception of playing outside, and the child(ren) must have access to emergency supervision and the resident must know the location of the child at all times.
- **Children 10-11 years old** can be left alone at quarters for no more than 3 hours, they can play outside with access to adult supervision and they can be left alone in a car, if the keys are removed and the handbrake is applied.
- **Children 12-14 years old** can be left alone no more than 6 hours, have to have access to adult supervision if playing outside, can be left alone in a car, can babysit siblings and other children (although they cannot babysit these children for longer than 10hrs per week or they will fall within DOD/ DA Requirements (608-10) for needing to be FCC Certified). Those parents wishing to have their Children certified can call CYS Family Child Care office at 7-1160 for further details.
- **Children 15-18 years old** can be left alone in the quarters with no specified timeframe, can be left overnight if the resident is in the local area and they have access to adult supervision. They may also play outside unattended, be in a car unattended or watch children as long as they abide by the DOD and DA Regs on FCC restrictions (stated above).

Per Policy Memorandum #69

- **On-Post Curfew for Juveniles: No person 17 years of age or younger may be in a public place on Ft. Meade after 2200 (10:00 pm) Sunday through Thursday or 2300 (11:00 pm) Friday and Saturday, or before 0500 (5:00 am), with the following exceptions:**
 - a. Any minor accompanied by his or her parent or adult guardian.
 - b. Any minor going to or returning from his or her place of employment must be carrying a note signed by his or her guardian explaining the circumstances, by identifying the work location and hours. They must also have the ability to produce an address and phone numbers for verification. Such minors must proceed directly from work to home or home to work without detour or delay.
 - c. Any minor attending or returning from an on-post school, religious or authorized recreational activity supervised by responsible adults, or returning from off-post events. Such minors will carry a note signed by

their guardian, explaining the circumstances, stating the event location and hours and containing an address and phone numbers for verification. These minors must proceed directly from the event to home or home to the event without detour or delay.

Pet Policy

Fort Meade is a pet-friendly installation. Residents must familiarize themselves with and comply with the FGGM Animal Control Regulation 40-22, Department of the Army memo, Pet Policy for Privatized Housing, dated 5 January 2009 issued by Paul Bollinger, Jr. (Deputy Assistant Secretary of the Army, Energy and Partnerships), and local laws regarding animal restraint, abuse, sanitation, numbers and other issues. FGGM Regulation 40-22 can be found at <http://150.177.102.75/plan/Regulations/FGGMRegs.html>. For military personnel, violations of FGGM Regulation 40-22 are punishable under the Uniform Code of Military Justice. The following pet regulations are designed to minimize health and safety issues and resident complaints.

A maximum of two (2) domesticated animals or pets shall be permitted, kept or harbored in the home. Ferrets, hedgehogs, rats, rodents (other than hamsters and guinea pigs) snakes, reptiles over six feet in length, tree-dwelling pets (skunks, raccoons, squirrels, etc), pot bellied pigs and exotic animals such as monkeys, arachnids, wild animals or any farm animals are not permitted to be kept as pets on the installation. Fish and small caged animals (birds, rabbits, and small rodents) are permitted.

Dogs belonging to dangerous breeds:

Full or mixed breed Pit Bulls, American Staffordshire Bull Terriers, English Staffordshire Bull Terriers, Rottweilers, Doberman Pinschers, Chows, wolf hybrids and crosses of these breeds are prohibited from Fort Meade family housing areas. Inbound personnel will not be allowed to bring pets of the breeds listed above into the Fort Meade housing areas. Existing residents as of 1 February 2009 with these types of dogs may continue to keep them on Fort Meade, but may not breed or acquire more of these types of dogs. Additionally, these grandfathered pets will be banned from post if they escape, threaten or bite a person or other animal at any time. Furthermore, current residents choosing to keep grandfathered pets will be required to show proof of a liability insurance policy for each grandfathered pet within 45 days of the date of this policy. The policy must specifically identify the dog and have a minimum of \$300,000 of coverage per dog.

This policy aligns with Department of the Army guidance as outlined in the 5 January 2009 memo, Pet Policy for Privatized Housing, and Fort Meade Regulation 40-22 which applies to service members, family members and civilians who own any of the listed breeds or crosses as outlined above.

Prohibition also extends to other dogs that demonstrate a propensity for dominant or aggressive behavior as indicated by any of the following types of conduct:

1. Unprovoked barking, growling or snarling at people approaching the animal

2. Aggressively running along fence lines when people are present
3. Biting or scratching people
4. Escaping confinement or restriction to chase people

All dogs, cats and other authorized pets more than 90 days old (except small caged animals and fish) must be immunized and registered at the Veterinary Treatment Facility (VTF) within 10 days of arrival or acquisition. Registration requires proof of current rabies vaccination and microchip. Vaccines and microchips must be updated or implanted as needed at the time of registration. Registration is free, but pet owners are responsible for all vaccination and microchip fees.

Registration must be documented with the Neighborhood Office. Pets must wear a current Fort Meade rabies tag at all times.

Pets are the responsibility of the resident. As such, pet owners will be liable for all damages to carpet, doors, walls, shades, blinds, screens, appliances, or any other parts of the home or community, including landscaping, that occur as a result of actions of the pet. The resident shall bear all legal and financial responsibilities for any injuries or damages caused by his or her pets. **It is strongly recommended that pet owners acquire liability insurance coverage specifically naming their pet(s) as insured.**

Pets must be kept under control of the owner at all times. Cats and dogs must be kept on a leash when walked outside. Animals found unattended should be reported to the Fort Meade Directorate of Emergency Services (DES) at (301)677-6622. Pets must be housed indoors or may be secured outside the home within a fenced area only. Birds, gerbils, hamsters, rabbits, etc. must be caged at all times. Pets must be kept on a leash and under the owner's supervision and control at all times when outside of the home or yard. Un-spayed female pets must be kept in isolation during their heat period to prevent attracting male animals. Such control prevents pets from becoming a nuisance or menace to other persons, animals, or property.

Unattended pets apprehended by DES/Environmental Management will be impounded. Pets will not be released without current vaccination and microchip; pet owners are responsible for all fees incurred during impoundment. Apparently healthy strays will be kept for a minimum of three working days; after 3 days, unclaimed animals will be disposed of at the discretion of the Fort Meade Veterinarian. Animals that lack ownership identification and are suffering from severe injury or illness may be euthanized at the discretion of the Fort Meade Veterinarian.

If pets are outdoors, they must have access to adequate shelter, shade, food and water. If tethered, the chain or tether must be no shorter than 6 feet and no greater than 15 feet in length. Pets may not be secured to trees or shrubbery. Pets in communal housing areas without separate yards will not be tied or staked outside.

“Poop and scoop” is mandatory and requires the immediate removal of pet waste from yards, common areas and grounds in the neighborhood.

Pets are not permitted in any recreational areas such as swimming pools, neighborhood centers, tennis courts, playgrounds, or any other recreational facilities including laundry rooms, offices, or clubrooms at any time. Notwithstanding the foregoing, exceptions will be made for assistance animals in authorized areas in accordance with Title 40, U.S.C. Section 291.

Pets may not make excessively disturbing noises. These noises include, but are not limited to, continued and repeated howling, barking, whining, or other utterances that cause unreasonable annoyance, disturbance, or discomfort to neighbors or others in close proximity to the premises where the animal resides.

Residents should notify the Directorate of Emergency Services concerning loose or stray animals or any animal, which, by its conduct or temperament, reasonably constitutes a physical threat to people or other animals. All animal bites or scratch incidents to humans should be reported to the nearest medical facility, the military police and the VTF. The offending animal is subject to a physical examination, quarantine and possible expulsion from the post.

Effective April 1, 2011, residents with pets are required to pay a refundable pet deposit of \$150 per pet. A pet deposit will not be charged for assistance animals. The purpose of the pet deposit is to encourage pet owners living in family housing to be diligent in preventing the home from being damaged by their pet. The deposit is 100% refundable provided there are no damages to the home or lawn areas at the time of move-out. The pet deposit will be considered a general security deposit and will be applied to other charges or balances owed upon vacating a dwelling.

Any situation concerning animals on Fort Meade not covered by this policy will be handled on a case-by-case basis.

Parking

Parking by the resident, family or guests is authorized in the following areas:

- Resident's driveway and other designated parking spaces.
- On streets where the sidewalk exists on only one side of the street, parking (with the flow of traffic) is authorized only on the side of the street where there is no sidewalk.
- On streets where sidewalks exist on both sides of the street, and there is only one entrance onto the street, parking (with the flow of traffic) is authorized only on the right side of the street (as the driver enters the street).
- On those streets where sidewalks exist on both sides of the street, and there are two or more entrances onto the street, parking is authorized in designated "Parking" areas only.

Parking is prohibited, except when complying with the directions of a law enforcement official or traffic control device, in any of the following places:

- On a sidewalk
- In front of a driveway other than the resident's
- Within an intersection
- Within fifteen feet of a fire hydrant
- On a crosswalk or within twenty feet of a crosswalk at an intersection
- On lawns or grassed areas
- At any place where official signs prohibit parking.

Vehicles parked within the family housing areas are required to have current post and valid state license registration or risk being towed and impounded without prior notice at vehicle owner's expense. Parking in a garage/carport/driveway of another resident is strictly prohibited. A resident's or visitor's vehicle may be towed and impounded without prior notice, at the vehicle owner's expense, if it is inoperable, otherwise disabled or parked in a space assigned to another resident. Assigned parking areas, such as carports or parking bays, may be used for parking personally owned vehicles only – they may not be used for storage of recreational vehicles, household goods or other personal belongings. Parking on lawns, planted areas and sidewalks is strictly prohibited.

The following types of vehicles and equipment may not be permanently parked, left overnight, stored on the streets, in garages, in driveways, yards or parking lots in any housing area:

- Travel trailers
- Motor coaches
- Cargo trailers
- Camper bodies or trailer
- Commercial vehicles
- Tractor trailers
- Boats
- Boat trailers
- Horse trailers

A Recreation Vehicle (RV) Storage Lot has been designated as the appropriate storage location for all such vehicles and equipment. Arrangements for storage of these types of vehicles are to be coordinated by resident with his or her Neighborhood Office. Reserved parking has been established in some areas of family housing, as follows: Antolak Street, Baker Street, Christianson Loop, Eubanks Street and Wheeler Court in the Midway Commons neighborhood; Baxter Court, Benjamin Court, Inchon Court, Moon Court, Mower Court, and Thompson Court in the Patriot Ridge neighborhood and Potomac Place neighborhood.

Each residence on the above streets will receive one designated parking space per household. Each space will be numbered and assigned to an address. The parking spaces are assigned in a manner that allows each household to have at least one space that is in close proximity to their home. Unnumbered spaces are available on a first come, first serve basis.

Each household will receive two parking permits with the street name and number that corresponds to their designated space. The parking permit is a plastic tag that hangs from the rear view mirror of the vehicle. Residents should display this permit so it can be easily viewed. The parking permit will not indicate the address to which it is assigned.

Parking enforcement will be administered in accordance with the *Fort George G. Meade Policy Memorandum #55, Installation Parking* memorandum by the Fort Meade Police Department. The police department has a copy of the numbered spaces and addresses to which they are assigned in order to facilitate enforcement.

Parking violations and questions should be reported to the Fort Meade Police Department at 301-677-6622/23 or 301-677-6540.

Summary of Installation Parking Policy:

- On January 27th, 2010, Ft. George G. Meade Policy Memorandum #55, Installation Parking, was signed into effect by garrison commander Colonel Daniel L. Thomas. Enforcement of the reserved resident parking program is through the FGGM Provost Marshal Office (PMO).
- Violators of this policy are subject to judicial and non-judicial action. Violators may be issued a DD Form 1408 (Armed Forces Traffic Ticket) by the military police. Violations of this policy may also result in loss of on-post driving privileges, the vehicle being towed at the vehicle owner's expense, inability to register a vehicle on-post, loss of vehicle registration privileges, or other administrative action that is appropriate under current Army regulations, FGGM regulations or existing installation policies.
- Drivers who accumulate more than 2 parking violations in a 60 day period may have their installation driving and vehicle registration privileges suspended for 6 months. The vehicle owner will be issued a memorandum providing a warning of proposed suspension of driving and vehicle registration privileges ("Warning Letter") from the FGGM Directorate of Emergency Services.
- After accumulating 3 or more parking violations in a 180 day period, the vehicle owner will be issued a memorandum providing a notice of proposed suspension of on-post driving and vehicle registration privileges ("Show Cause") from the FGGM Directorate of Emergency Services.
- Parking tickets issued to persons will be forwarded as shown below:
 - FGGM military and family members – to Sponsor's unit Commander.
 - DOD employees of FGGM or their family members – to their immediate supervisor.
 - Technical representatives and invited contractor personnel or their family members – to their FGGM sponsor.
 - Civilians or their family members – to FGGM Provost Marshal Office.
- The commander or supervisor of the violator will forward a Report of Action to the office of record (FGGM Directorate of Emergency Services), where the action will be entered on the individual's Driving Record. The FGGM Military Police Traffic Investigations Division will be notified of the action taken within 30 days, including the date on which the traffic ticket was issued.

Vehicle Repairs and Maintenance

Automobile repairs of any kind are not authorized in family housing. Residents may use the Fort Meade Automobile Craft Shop, located at Building 6308, Taylor Avenue, for repairs.

Unauthorized repairs create safety hazards for other residents and guests, and may damage

housing or common areas. Resident will be assessed charges for the repair of damages resulting from such activity (oil leaks, curb breaks, turf damage, etc.)

Landscaping

All common areas of each neighborhood, including all lawn areas, will be thoroughly maintained by Property Manager through the use of an approved commercial grounds maintenance contractor. Maintenance services will also include the portion of the lawn located inside the boundary of housing fences; however, those areas must be fully accessible to receive services. Accessibility requires all of the following items to be prepared:

- Gates are provided and unlocked
- Pets are confined
- Personal belongings and pet feces are picked up

In the event that the above conditions are not met, the resident will be responsible for maintaining landscaping inside inaccessible fenced areas and must do so in accordance with Property Manager's specifications. Failure to allow access or maintain fenced areas may result in the loss of pet privileges, charges to the resident, or termination of the ROA.

Residents who would like to groom their own yard can call their Neighborhood Office and be added to the no-mow list. Residents who do so will be expected to keep their yard orderly.

Flower Gardening

While Property Manager will provide lawn mowing and general grounds maintenance services, residents may beautify the area immediately adjoining their homes with annuals and perennials. Vegetables and herbs may be grown in Fort Meade family housing areas only in pots or garden plots assigned by the Heritage Park Neighborhood Office. Families are required to maintain their flowers and other plantings in living condition, free of trash, weeds, dead vegetation and fallen leaves. Flower gardens are restricted to areas currently landscaped for this purpose. Residents who wish to create or expand existing flowerbeds must obtain prior authorization from the Neighborhood Office.

Garden Plots

For those who desire a full gardening experience, community garden plots are available by contacting the Heritage Park office at (410) 672-2000. Garden plots have limited availability and will be assigned on a first-come, first-serve basis.

Residents will be required to maintain their assigned plot to present a neat appearance at all times, including winterizing at the end of the growing season. The planting of vegetables will only be permitted in these designated garden plot areas.

Telephone, Cable and Internet Service

Residents are responsible for telephone instruments, services and additional equipment. At least two telephone jacks and wiring are provided in each home. Cable television and Internet Service Connections will be the responsibility of the resident.

Yard Sales

Neighborhood sales and private yard sales may be permitted at a designated location at dates and times to be determined by Property Manager. Private yard sales are limited to Saturdays. Individual sales are solely for the disposal of personal household items. The resale of new items (as in a business) is not permitted. Resident may request authorization to have a yard sale by visiting their Neighborhood Management Office who will provide instructions for locations and methods of organizing a yard sale. All signs must be removed no later than the day after completion of the yard sale.

Residents who would like to host a sale are encouraged to do so at the Post Pavilion on dates determined by the Morale Welfare and Recreation (MWR) office. MWR hosts Flea Markets at the Post Pavilion throughout the year. Please check the post newspaper or the MWR website, <http://www.ftmeademwr.com> for more information on MWR's flea market. You can also call 301-677-3912.

Holiday Decorations

Tasteful holiday decorations and/or holiday lighting may be placed outside the home no more than 30 days prior to the holiday. All decorations and lighting must be removed within 15 days after the holiday. Property Manager will determine the appropriateness of all decorations.

Property Manager requires that all Christmas tree ornaments and decorations be noncombustible. Lights and lighting sets for use with Christmas trees must bear the label of Underwriters Laboratories, Inc. (UL) and must be in good condition. Residents should never use electric lights on a metallic tree.

If you plan to buy a fresh Christmas tree please note that, for safety reasons, it is recommended that trees be removed from the home when they become dry, and thus a potential fire hazard. When buying natural trees, we encourage you to:

- Check for freshness. A fresh tree is less of a fire hazard. A fresh tree is green, needles are hard to pull from branches and when bent between your fingers, needles do not break.
- Cut a few inches off the trunk to expose fresh wood.
- Place it in a stable container that will hold at least one, and preferable two, gallons of water.
- Keep the trunk base covered with water and check the water level each day.

- Keep the tree away from heat sources such as hot air ducts and television sets. Heat will dry out your tree.

Outdoor decorations are encouraged. If you use outdoor lights, make sure they have been certified for outdoor use. To hold them in place, string them through plastic holders. Never use nails, hooks, staples or tacks. Lights must be turned off by 10:00 p.m. each night and should be turned off when you leave the house.

If you have any questions or concerns regarding holiday decorations, contact your Neighborhood Office.

Lockouts

During normal business hours, a resident who is accidentally locked out of their home should notify the Neighborhood Office in order to gain entry to the residence. Upon providing proper identification, the resident will be provided access to the home if he or she is listed as an Authorized Occupant in the ROA or if his or her name is on the key release log.

In the event a resident is locked out of their home outside of normal business hours, the resident should call the Neighborhood Office and request assistance from the 24-hour on-call service specialist. A team member will respond and confirm the resident's identity and key release log status. Once confirmed, the resident will be given access to the home. If proper identification cannot be provided, the resident and management staff will use alternative means to determine the resident's identity, such as contacting the duty office of the resident's chain of command.

Frequent lockouts inconvenience everyone. Any resident who repeatedly locks themselves out of their home will be subject to a \$25.00 lockout fee on the fourth occurrence in a calendar year.

Resident's Potential Liabilities

The resident is responsible and may be held liable for damage to assigned housing, or damage to or loss of related equipment or furnishings, caused by their abuse or negligence or that of their family members, guests or pets.

Energy Conservation

The goal of energy conservation is to ensure that the essential energy needs of all residents are met, while avoiding unnecessary waste. Energy conservation is a key element in our effort to become energy efficient. Residents are responsible for practicing energy conservation to avoid waste. The following tips are suggested for residents to conserve and reduce energy consumption without sacrificing comfort:

1. Thermostats should be set at a comfortable setting with minimal fluctuation to maintain consistent climate control. Thermostats should be "set-back" in the evening hours while the family sleeps.
2. Doors and windows should be kept closed whenever air conditioning or heating is on.

3. Check toilets for leaks, make sure faucets are shut off properly and run the dishwasher only when fully loaded.
4. Take short showers instead of baths.
5. Do full loads of laundry and make sure the water level is right for the size of the load.
6. During daylight hours, turn off lights when not needed in unoccupied areas, such as garages and outdoor spaces.

Chapter 5: Move-Out

Policy

After the home is vacated, MAC will process an allotment stop. Any refund due will be made within 10 business days of Property Manager's receipt of the allotment applicable to the month of move-out.

Move-out from family housing will occur under the following conditions:

- At retirement or separation of the military member.
- At Permanent Change of Station (PCS) of the military member for duty more than 50 miles from Fort Meade, unless PCS orders authorize retention of housing under Deferred Travel or due to a dependent-restricted tour. In each of these cases, the military member must submit a request for Exception to Policy in order to retain housing.
- As directed by the Installation Commander when a resident or an occupant of a home is barred from the installation or when the Installation Commander recommends the eviction of a resident or an occupant.
- If the military member otherwise becomes ineligible to remain in family housing through a change in marital or familial status, change in location of family members, misconduct of the service member or family members or guests, misuse or illegal use of housing contrary to safety, health or morale.
- Military members may request to vacate housing and move off post after satisfying the initial lease term. The removal of household goods will be at the expense of the military member unless the move is directed for the convenience of the government.
- Upon termination of the ROA by the Owner in accordance with the terms of the ROA.
- A lease break fee in the amount of one month's rent will apply for reasons other than what is mentioned above if the resident has lived in the home for less than one year. Property Manager must be provided with a copy of the member's orders documenting their PCS, ETS, or Retirement in order to avoid a lease break fee during the initial one year lease term. Please see ROA for specific conditions.

Note: The military member's spouse may sign for or terminate housing only with a special power of attorney. This provision is intended to be used when the military member is absent because of duty requirements.

Move-out Course of Action

- Contact your Neighborhood Office at least 30 days prior to your move.

- Complete a Notification to Vacate form. Resident signature is required on the Notification to Vacate form. The completed vacate form will serve as written notice to the Neighborhood Office.
- To be cleared from post, all debt must be paid prior to vacating the home and ROA terms must be fulfilled.
- When moving, bulk or trash of any kind must be properly disposed of prior to departure. Removal of trash left behind (other than items left in trash or recycling containers provided by Property Manager) will be at resident's expense.
- A forwarding address must be provided to the Neighborhood Office.
- Schedule your move-out inspection in the days before you leave. All personal items must be removed from the home, interior and exterior, to complete inspection.
- Return all keys issued at move-out to the Neighborhood Office.

Vacate Notice

A minimum thirty-day written vacate notice will be required from families moving out of privatized housing. A verbal notice is not valid. Military members whose PCS/Separation orders are written with less than a thirty-day notice must provide immediate notification to their Neighborhood Office along with a copy of the orders in order for the notice period requirement to be waived.

Abandonment

If during the term of residency, a resident abandons a home, Owner will send a letter to their last known address stating that unless a reply is received within seven (7) days, Owner shall regain possession of the home and re-rent the premises. If a resident vacates a home without notice to Owner, or removes possessions from the premises and does not pay rent for more than fifteen (15) days, Owner will deem the home abandoned and take all appropriate actions. Residents abandoning their home will be responsible for the full term of their ROA unless the home is re-rented before the original lease term expires.

Items left in an abandoned home are subject to donation to service organizations at Fort Meade, or any other disposal deemed appropriate by Owner. Unusable items will be disposed of at the resident's expense.

Discretionary Expulsions

Serious offenses or acts of misconduct which are contrary to the safety and welfare of other residents may result in termination of residency.

Early Termination of the ROA

Early termination of the ROA may be authorized when the following conditions are satisfied:

1. Request endorsed by the resident's unit commander (if military)

2. Written notice of intent to vacate received per ROA requirements
3. Payment of liquidated damages per ROA requirements

For any other early termination requests, a written request must be submitted to the Neighborhood Manager as soon as possible. These extraordinary requests are evaluated on a case-by-case basis

Early termination of a ROA without providing Property Manager with a copy of military orders directing a move, retirement, or ETS, are subject to an early termination fee.

Move-out Inspections

A family preparing to move out may request a pre-inspection. This inspection is offered for the convenience and peace of mind of the departing family. The pre-inspection may be scheduled within 60 days prior to move out. A member of the Neighborhood Office staff will conduct the inspection which may identify potential damages or cleaning items that require remedy prior to move-out in order to avoid charges being assessed. The Owner's Damage Cost Sheet is attached as Appendix C and provides examples of damages and estimated costs.

Owner will only require one final move-out inspection to be conducted after all personal belongings have been fully removed from the home. The same form used to document the condition of the home at move-in will be used at move-out to document the condition of the home upon departure. The two inspections will be compared to determine any differences in the condition of the home.

After allowing for normal wear and tear, Owner will evaluate any remaining differences or discrepancies and assess appropriate charges if warranted

Residents are strongly encouraged to be present at the inspection to facilitate the move-out process. In the event that charges are necessary and the resident disagrees or questions any charges, a resolution can usually be reached if the resident is present.

Any resident who is assessed charges due to the condition of their home at move-out must pay Owner all monies due within 24 hours of move-out or within 48 hours of receipt of notification by Owner or Property Manager, which will be sent via U.S. mail or other recognized postal service if the resident is not present at the inspection. All amounts owed must be remitted to the Neighborhood Office (made payable to Meade Communities, LLC) prior to clearing the installation. Owner will use all reasonable means available, including judicial and non-judicial processes, to pursue and collect unpaid balances. A former resident may suffer adverse credit consequences as a result of failure to pay monies due to Owner.

Home Condition at Move Out

In order to facilitate a seamless clearing of housing, please keep in mind your neighborhood trash pickup schedule and plan accordingly. If you are unable to coordinate your departure date with your regularly scheduled pick up date, you will be required to dispose of unwanted items at the central trash collection, located at 3000 Ernie Pyle. Property Manager is unable to clear

residents who leave items behind.

Residents must remove all items at move-out, including, but not limited to, sheds and satellite dishes. Any items left will be removed at resident's sole cost.

Owner requires only a surface clean condition (see Appendix B for more details) at move-out. The surface clean requirement is designed to ease the move-out process for families and eliminate the need for "white glove" inspections. It is no longer necessary to hire a cleaning team to achieve the level of cleanliness considered acceptable for move out. Surface clean condition implies that a home is left clean throughout. When a home is cleaned regularly, it should only require a wipe down and sweep or vacuum at move-out to deliver the appropriate condition. A damage cost sheet (see Appendix C) outlining costs for homes left dirty or damaged beyond normal wear and tear is attached. Contact your Neighborhood Office if there are any questions.

Appendix A: Guide for Operation of Appliances, Thermostat, Smoke Detector and Instructions for Testing Ground Fault Interrupters

OPERATION OF APPLIANCES (Do's and Dont's)

A. Garbage Disposal Unit:

1. Do keep cover on drain when disposal unit is not in use. Items such as bones, corncobs, hairpins, glass, string, tacks, etc., may result in a clogged drain or jammed disposal.
2. Do grind food waste with a strong flow of cold water.
3. Do flush disposal by running water for a few minutes after grinding waste or draining dishwasher.
4. Don't use lye or other chemicals for cleaning.
5. Don't turn off water while using disposal.
6. Don't grind fibrous food waste, i.e., cornhusks, pea pods, lettuce, celery, artichoke leaves, chicken skin, etc.

NOTE: When disposal does not operate, take the following steps:

STEP 1. Turn off switch and water, and allow garbage disposal unit to cool.

STEP 2. Push reset button located on bottom or side until a click is heard.

STEP 3. Turn on switch and water.

STEP 4. If not operational, call your Neighborhood Office to report a work order.

B. Stoves:

Ovens, grills and burners should be kept free of grease and food spills to prevent fires and to avoid build-up which is difficult to remove and could result in a cleaning charge at move-out.

C. Dishwashers:

Dishes, pots and pans should be scraped of food and rinsed before being placed in the dishwasher.

D. Instructions for Testing Ground Fault Interrupters:

The ground fault interrupter receptacles (GFI) installed in your home are designed to protect people from the hazards of line to ground electric faults. **Do not overload the circuit.**

Should your GFI or the outlet in your adjacent bathroom fail to work, perform the following instructions to test the receptacle before calling in a work order:

- (1) Push the “test” button. The “reset” button should pop up, showing a red line, which indicates that power to the protected circuit has been discontinued.
- (2) If the “reset” button does not pop up when the test button is pushed, a loss of ground fault protection is indicated. Do not use and call in a work order.
- (3) To restore power, push the “reset” button.

E. Smoke Detectors:

1. Each home is equipped with at least one electrically powered smoke detector. These units have been installed for your safety and are very sensitive. The alarm sounds when electrical activity within the smoke chamber is interrupted by particles of combustion, which are produced when a fire is burning. Your smoke detector may also be activated by hair spray, steam, dust or anything that may pass through the smoke chamber (including insects).
 - a. To reset the detector after it has been accidentally activated, go to the circuit breaker box and cut the power to the detector for a few seconds. Make sure that the area around the detector has been cleared of steam, smoke from cooking, etc., before turning the power on. Notify your Neighborhood Office if it does not reset.
 - b. If your smoke detector activates during the night, assume a fire situation exists. Follow your fire escape plan and evacuate the home until it has been checked. If in doubt, call the Fire Department.
 - c. Accidental activation of your smoke detector may be annoying but this is an indication that your detector is doing its job.
5. If your detector malfunctions, contact your Neighborhood Office. Do not attempt to repair it yourself.

The Fort Meade Fire Department is available to assist with any fire prevention information or questions. Contact the Fire Department at 301-677-3616

Appendix B: Guideline for Surface-Clean Condition

Surface-clean condition implies that a home is left clean throughout, although not necessarily scrubbed. The standards below are intended to reflect good day-to-day housekeeping. When a home is cleaned regularly it should only require a wipe down and sweep/vacuum at move-out to deliver surface-clean condition. This document is meant only as a guide. This document is not a complete list, and wear and tear will be taken into account when determining if a home is left in acceptable condition. Note that these parameters are exclusive of actual damage to the home.

GENERAL

- All personal items must be completely removed from the home, storage areas and garage.
- Any items requiring disposal must be disposed of in an appropriate, proper and approved manner.
- Any equipment or feature delivered as part of the home (including appliances, appliance parts, fixtures, hardware, etc.) is returned intact and in proper working order.
- Wall color is not altered or changed, unless previously approved by the Neighborhood Office.
- Carpeted surfaces are vacuumed and free of excess spots or stains.
- All windows are closed and locked with window covering left in the closed position.
- Garbage cans cleaned and placed in garage or storage area.

KITCHEN

- All kitchen work surfaces are wiped down and free of excessive grease build-up.
- Refrigerator is wiped down inside and out, empty and free of mold/mildew.
- Range hood, stovetop, oven, drip pans and under burners are wiped down and free of burned-on food and excessive grease.
- Dishwasher exterior is clean.
- Floor is swept and clean.

BATH

- All bathroom surfaces are wiped down. All surfaces are free of soap scum, mold, mildew, and dirt build-up.
- Tub/shower is free of mold/mildew and soap scum buildup with the shower curtain removed.
- Toilet cleaned inside and out.
- Vanity, sink and tiled surfaces are wiped down and free of mold/mildew.

BEDROOM/LIVING ROOM/DINING ROOM

- Flooring surfaces are swept or vacuumed as appropriate to the surface.

GARAGE/SHED

- Floors should be free of debris.

Appendix C: Damage Cost Sheet

Cleaning and repairs that result from normal wear and tear will be the responsibility of Corvias and the Owner. We only require the home to be in surface-clean condition, i.e. floors vacuumed and swept, appliances/counter wiped down, etc. Surface-clean condition implies a home is left clean throughout. Resident neglect or damage will be charged to the Resident in accordance with the schedule listed below.

When damages are noted at the time of move-out, the Neighborhood Office will prepare and send you an itemized invoice with the appropriate charges. Payment will be due upon receipt of the invoice and must be made before the Resident will be permitted to clear housing. The schedule below is not all inclusive to the charges that a family may receive if the home is not properly vacated in accordance with the residents lease and addendums.

Removal of Furniture.....	\$50.00 per item
Removal of Trash	\$25.00 per bag
Pet Damage (All types)	Actual total cost
Damaged Countertop	\$250.00 each
Damaged Granite Countertop	Actual total cost
Damaged Door Jamb	\$75.00 each
Replace Door Jamb	\$125.00 each
General Clean.....	\$200.00
Replace Medicine Cabinet	\$35.00 each
Damaged Cabinet Doors.....	\$50.00 each
Broken Garbage Disposal (Due to Resident Neglect).....	\$85.00
Repainting Walls/Doors/Ceiling that require a 2 nd coat	\$100.00+ per room
Damaged Kitchen/Bath Vinyl Flooring.....	Actual total cost
Damaged/Broken Refrigerator Crisper/Shelving.....	\$45.00
Damaged Walls From Holes larger than 1"	\$25.00 per hole
Damaged Bedroom Door	\$25.00
Replace Bedroom Door	\$75.00 each
Damaged Bi-fold Doors.....	\$30.00 and up
Replace Bi-fold Doors.....	\$60.00
Damaged Closet Doors	\$60.00
Damaged Appliance.....	\$25.00 Minimum
Damaged Towel Bar.....	\$10.00 each
Damaged Bath Sink	\$100.00 each
Damaged Medicine Cabinet	\$30.00 each
Missing Medicine Cabinet Shelf.....	\$15.00 each
Broken Mirror.	\$50.00 each
Damaged Tub/Shower	\$75.00 each
Damaged Shower Rod	\$20.00 each
Broken Shower Doors	\$80.00 each
Unstop Commode (Resident neglect)	\$25.00 - \$100.00
Replacement of Commode (Resident neglect)	\$150.00 each
Damaged Shade/Mini-blind	\$15.00 each
Damaged Vertical Blinds.....	\$50.00 each
Missing or Damaged Smoke Detector and/or CO Detector	\$45.00 each
Damaged Ceiling Fan	\$30.00 each
Replace Ceiling Fan	\$75.00 each

Carpet Damage	Depreciated Cost
Damaged Light Fixtures	\$25.00 each
Damaged or Missing Light Globe	\$15.00 each
Lost/Unreturned House Keys	\$10.00 each
Lost /Unreturned Mailbox Key	\$15.00
Lost/Unreturned Pool Pass	\$25.00 each
Lost/Unreturned NHC Key FOB	\$25.00 each
Lost/Unreturned RV Lot Key	\$50.00 each
Lost/Unreturned Garage Door Opener	\$50.00 each
Replacement of Lock/Deadbolt.....	\$60.00 each
Sliding Glass Doors	\$250.00 per section
Missing/Torn Screen Door	\$40.00 - \$100.00
Missing/Torn Window Screen	\$20.00 - \$65.00
Missing Home Fire Extinguisher	\$15.00 each
Damaged Storm Door	\$150.00 each
Damaged Garage Door or Track.....	\$250.00 per section
Replace Exterior Door.....	\$350.00 each
Broken Window	Actual total cost
Lawn Damage Repair.....	Actual total cost
Damaged Home Siding	\$35.00 per section
Satellite Shingle/Roof Damage	\$65.00
Removal of Wallpaper or Border.....	\$100.00 per room
Removal of Contact Paper from Cabinets.....	\$50.00 - \$100.00
Corvias Trash Receptacle provided with home.....	\$100.00 each
Oil Stains on Driveway or Garage Floor.....	Actual total cost

The information and prices above are provided as a reference only and are subject to change without advance notice.

Appendix D: Housekeeping to Control Mildew and Mold

1. **Mildew and Mold Prevention.** The key to stopping mildew and mold from forming or growing is to prevent excess moisture from building up within the home. In order to minimize the potential for mold growth within the home, it is the resident's responsibility to do the following:
 - Keep your home clean – Especially the kitchen, the bathroom(s), carpets, floors, baseboards, and windows. Regular vacuuming, mopping, and using a household cleaner to clean hard surfaces (non-porous items such as ceramic tile, Formica, vinyl flooring, metal, sealed wood, or plastic) is important to remove household dirt and debris that harbor mold or food for mold. Immediately dispose of any food that has mold. All personal belongings affected by mold, including clothes, should be properly cleaned or removed from the home. Residents should clean their home on a regular and consistent basis.
 - Remove visible moisture accumulation within or around the home, including, but not limited to, all windows, walls, floors, ceilings, and kitchen and bathroom fixtures as soon as reasonably possible. Spills should be mopped up to thoroughly dry the affected area as soon as possible after the occurrence. Properly clean or dispose of any sponges, towels, rags, etc. that are used to clean mold. It is recommended that gloves be worn.
 - Turn on any exhaust fans in the bathroom or kitchen **before** you start showering, cooking or using your dishwasher. When showering, be sure to keep the shower curtain **inside** the tub or the shower doors fully closed and use a bath mat on the floor. Also, after taking a shower or bath, wipe the moisture off of shower walls, shower doors, and bathroom floor. Leave the bathroom door open and exhaust fan running until all moisture on the mirrors, walls, and other surfaces has fully dissipated. Hang up towels and bath mats so they will dry completely.
 - Keep moisture within your home at a reasonable level – Ideally between 30% and 50% relative humidity. Proper use of kitchen and bath exhaust fans (see above), increasing ventilation by opening windows in dry weather, increasing sunshine by opening shades, operating your air conditioner in humid weather, and limiting the number of houseplants are just a couple of ways that you can keep the relative humidity down within your home.
 - Inspect the drip pans in your air conditioner, refrigerator and/or dehumidifier regularly. Pans should be kept clean and dry. If you are unsure as to the location of these pans or how to clean and dry them, please contact the Neighborhood Office.
 - In homes with existing washer and dryer connections, dryer vents should be vented properly and must be approved by management. The integrity of the venting system must remain intact at all times and dryer lint should be removed after each use. Any malfunctions with the dryer vent system should be reported to the Neighborhood Office immediately.
2. **Mildew and mold on non-porous surfaces.** If you notice small areas of mildew or mold (4 square feet or less – i.e. a 2 foot by 2 foot area) on **non-porous surfaces** (such as

sealed ceramic tile, Formica, vinyl flooring, metal, sealed wood, or plastic) within your home, general guidelines to follow are:

- Clean the area(s) with soap or detergent and water. Let the surface dry completely. It is recommended that gloves be used during the clean-up process. All sponges, towels, and/or rags used in the cleaning process should be properly cleaned or disposed of.
 - Within twenty four (24) hours of cleaning, and after the surface has dried, apply a pre-mixed, spray-on type household biocide, such as Lysol Disinfectant, Pine-Sol Disinfectant (original pine scented), Tilex Mildew Remover, or Clorox Cleanup (please note that Tilex and Clorox contain bleach which can discolor or stain the surface). **Please be sure to follow the instructions on the container and clean the affected area first.** Should a medical condition make it difficult or impossible for you to use the recommended cleaning products, please contact the Neighborhood Office.
 - Always clean and apply a biocide to an area several times larger than the visible mildew or mold to be sure to address any mildew or mold that may have spread. Also, it may take more than one cleaning and disinfectant application to successfully eliminate mold from the affected area.
 - ***Do not clean or apply biocides to visible mildew or mold on porous surfaces (such as sheetrock walls or ceilings) or to visible mildew or mold on large (greater than 4 square feet) non-porous surfaces.*** If there is mildew or mold on a porous surface or a large non-porous surface, please contact the Neighborhood Office immediately.
- 3. Mildew and mold on porous surfaces.** A vacuum cleaner with a high-efficiency particulate air (HEPA) filter can be used to help remove non-visible mildew and mold products from porous items, such as fibers in sofas, chairs, drapes, and carpets – provided the fibers are completely dry. Machine washing or dry cleaning will remove mildew and mold from clothes.
- 4. Notification of Neighborhood Office.** Resident should immediately notify the Neighborhood Office of the presence of the following conditions:
- A water leak, excessive moisture or standing water inside the home.
 - Mildew or mold growth within or on your home that persists, reappears quickly or spreads after the resident has tried to clean and disinfect the affected area as described in sections 3 and 4 above.
 - A malfunction in any part of the heating, air conditioning, ventilation (including bathroom and kitchen exhaust fans and dryer vents), or refrigeration systems within the home.
- 5. Compliance.** Complying with these housekeeping guides will help prevent mildew and mold growth within or on your home and aid in the protection of yourself, your neighbors and the community as a whole.

Appendix E: Request for Exception to Policy Procedure

Medical Exception to Policy (ETP) Request Guidance Military Family Member

1. The intention of this document is to provide guidance and to help clarify the process for family members of service personnel with medical exception housing requests. Reasons for consideration may include, but are not limited to, modifications, special service, or other medical need as indicated by the appropriate physician or medical provider. Exception requests do not include consideration for priority housing assignments or transfers.
2. If an applicant has special housing needs or an extreme condition of hardship which would necessitate the need for support consideration, a medical Exception to Policy (ETP) request must be submitted following the process outlined below. This also applies to residents whose initial housing application may not have indicated any medical condition or need requiring special service, support, alterations, or modifications.
3. The active duty service member, regardless of service branch, initiates the formal ETP request package with the Fort Meade Installation EFMP Manager at Army Community Service, (301) 677-5590.

At a minimum, the package will include the following:

- a. A **memorandum request** with the service member's name, rank, current address, phone number, email address, and social security number. The memorandum should state the reason(s) for the request and the specific housing need(s) and/or support being requested.
- b. An **endorsement** signature block or **letter of support from a 0-5, or above**, in the service member's chain of command. (Navy personnel contact the Fleet and Family Support Center EFM Manager, 301-677-9018)
- c. A **letter** from the **physician** or **specialist**, as appropriate, supporting the request. The letter should not simply state what the medical condition(s) is/are, but should specifically address the housing needs and/or impact upon the family member based upon the medical condition(s).
- d. Verification showing currency and date of **enrollment**/reenrollment in the exceptional family member/special needs (EFM/SN) program. Non-enrollees can also address this as another exception to policy issue.
- e. A **letter of support** from either the Fort Meade **Installation EFMP Manager** or service specific EFM/SN Manager. Packages with letters from other service branch EFM/SN Program Managers still need to be coordinated through the Fort Meade Installation EFMP Manager. This letter may include item 3.d verification.

The request package may include additional documents that could be helpful in supporting the request, including input from service specific EFMP personnel.

4. If the request is based upon a change in the medical condition after the initial housing application, the information presented in the resident's request should include information on how the medical condition(s) has/have changed since occupancy. As described above, it should also address what the new housing/service need is relative to that change.
5. Once the completed packet has been received, the Installation EFMP Manager will forward documents to the Corvias Family Service Program Manager for review. All exception requests will be considered on a case-by-case basis. Different than government housing, the Americans with Disabilities Act requirement for private housing does not stipulate specifically what support or modifications must be provided. It further indicates a partnership between resident and landlord for 'reasonable' modifications to the home based upon the nature of the disability, modifications or support being asked for. In essence, some request items may be considered reasonable for the resident to accomplish while others may be considered reasonable for the Owner to provide at no cost to the resident.
6. Final decisions will be sent in writing to the service member, the Installation EFMP Manager, military service EFM/SN Manager, Neighborhood Office, the Owner's central leasing office, and/or the RCI Liaison Office, as applicable.
7. Additional questions may be addressed to the Family Service Program Manager.

Medical Exception to Policy (ETP) Request Guidance Active Duty Service Member

1. The intention of this information is to provide guidance and to help clarify the process for family member medical housing requests. Reasons for consideration may include, but are not limited to, modifications, special service or other medical need as indicated by the appropriate physician/medical provider. Exception requests do not include consideration for priority housing assignments or transfers.
2. If an applicant has special housing needs or an extreme condition of hardship which would necessitate the need for support consideration, a medical Exception to Policy (ETP) request must be submitted following the process outlined below. This also applies to residents whose initial housing application may not have indicated any medical conditions/needs requiring special service, support, alterations, or modifications.
3. The active duty service member, regardless of service branch, initiates the formal ETP request package with the Fort Meade Installation EFMP Manager at Army Community Service, 4217 Roberts Ave., (301) 677-5590. At a minimum, the package will include the following:
 - a. A **memorandum request** with the service member's name, rank, current address, phone number, email address, and social security number. The memorandum should state the reason(s) for the request and the specific housing need(s) and/or support being requested.
 - b. An **endorsement** signature block or **letter of support from a 0-5, or above**, in the service member's chain of command.

c. A **letter** from the **physician** or **specialist**, and social worker, as appropriate, supporting the request. The letter should not simply state what the medical condition(s) is/are, but should specifically address the housing needs, daily living assessment, and/or impact upon the requestor based upon their medical condition(s).

d. Request from service member's treated at a major medical facility, must also coordinate through both the Medical Hold Commander and the Wounded Warrior Program, as applicable. (Request may come directly from either of these offices on behalf of the service member)

The request package may include additional documents that could be helpful in supporting the request, including input from service specific EFMP personnel.

4. If the request is based upon a change in the medical condition after the initial housing application, the information presented in the resident's request should include information on how the medical condition(s) has/have changed since occupancy. As described above, it should also address what the new housing/service need is relative to that change.

5. Once the completed packet has been received, the Leasing Office representative or Neighborhood Office manager as appropriate, will forward documents to the Family Service Program Manager for review. All exception requests will be considered on a case-by-case basis. Different than government housing, the Americans with Disabilities Act requirement for private housing does not stipulate specifically what support or modifications must be provided. It further indicates a partnership between resident and landlord for 'reasonable' modifications to the home based upon the nature of the disability, modifications or support being asked for. In essence, some request items may be considered reasonable for the resident to accomplish while others may be considered reasonable for Owner to provide at no cost to the resident.

6. Final decisions will be sent in writing to the service member, Medical Hold Commander/Wounded warrior representative, Neighborhood Office/Central Leasing Office, and/or the RCI Liaison Office, as applicable.

7. Additional questions may be addressed to the Family Service Program Manager.

Medical Exception to Policy (ETP) Request Guidance DoD Civilian/Retiree

1. The intention of this information is to provide guidance and to help clarify the process for medical housing requests. Reasons for consideration may include, but are not limited to, modifications, special service or other medical need as indicated by the appropriate physician/medical provider. Exception requests do not include consideration for priority housing assignments or transfers.

2. If an applicant has special housing needs or an extreme condition of hardship which would necessitate the need for support consideration, a medical Exception to Policy (ETP) request must be submitted following the process outlined below. This also applies to residents whose initial housing application may not have indicated any medical condition(s)/need(s) requiring special service, support, alterations, or modifications.

3. The resident initiates the formal ETP request package through their Neighborhood Office. At a minimum, the package will include the following:

a. A **written request** from the resident including name, status/rank (if DoD civilian), current address, phone number, email address, and social security number. The memorandum should state the reason(s) for the request and the specific housing need(s) and/or support being requested.

b. A **letter from the appropriate physician or specialist**. The letter should be on official letterhead with legible signature block and credentials of the signer. It should not simply state what the medical condition(s) is/are, but specifically address the exact housing need(s) and/or impact upon the family member based upon the medical condition(s).

The request package may include additional documents that could be helpful in supporting the request, including input from other service agency personnel.

4. If the request is based upon a change in the medical condition after the initial housing application, the information presented in the resident's request should include information on how the medical condition(s) has/have changed since occupancy. As described above, it should also address what the new housing/service need is relative to that change.

5. Once the completed packet has been received, the Neighborhood Manager will forward documents to the Family Service Program Manager for review. All exception requests will be considered on a case-by-case basis.

6. The Americans with Disabilities Act requirement for private housing does not stipulate specifically what support or modifications must be provided. It further indicates a partnership between resident and landlord for 'reasonable' modifications to the home based upon the nature of the disability, modifications, or support being asked for. In essence, some request items may be considered reasonable for the resident to accomplish while others may be considered reasonable for Owner to provide at no cost to the resident.

7. Final decisions will be sent in writing to the requestor, the Neighborhood Office, and the Central Leasing Office, if applicable.

8. Additional questions may be addressed to the Family Service Program Manager.

Appendix F: Transfers On-Site (TOS)

The intention of this document is to provide guidance and to help clarify the process for housing transfers on-site. Reasons for consideration may include, but are not limited to, promotion/change in family size (AFT), medical / non-medical exceptions to policy (ETP), and path of renovation relocations.

1. **Exception to Policy (ETP).** Exceptions to Policy to transfer on site are required to follow the guidelines listed in this appendix. The ETP to transfer is a request, other than for change in rank (promotion) or change in family size, and must follow the same approval processes as any other ETP. Submission of an ETP does not guarantee a TOS and can be subject to a 30-45 day wait period for approval.
2. **Application for Transfer (AFT).** Applications for transfer are designed to be used for “traditional military transfers” which are classified as, but not limited to:
 1. Change in Rank (promotion to higher rank band)
 2. Change in Family Size (the occupancy standard is one bedroom for the service member and spouse and one bedroom for each dependent, up to a maximum of two per bedroom. A change in family size does not automatically qualify the family to transfer to a home with more bedrooms.)

Procedures for Submitting Applications for Transfer

1. The Neighborhood Office will work with any resident who wishes to transfer due to habitability, under housed, over housed, promotion, medical, and other reasons a resident may need to transfer to another home.
2. The Neighborhood Office will determine if the resident qualifies for a transfer and will explain the transfer process and documentation that will be required. This documentation may include, but is not limited to:
 - A. Documentation required
 - Army – DEERS form
 - Navy – Page 2
 - Air Force – On orders or DEERS form
 - Marine Corps – DD1751 form
 - Coast Guard – CG4170
 - B. Other documentation can include:
 - Divorce papers showing custody of children for 6 months and 1 day out of the year
 - Marriage Certificate
 - Birth Certificate
 - Doctor’s statement for proof of pregnancy (must indicate due date and gestation period). While transfer requests can be placed early and added to the wait list, a home would not be offered until pregnancy is within 28 weeks of due date.
 - Promotion Transfer Request – A copy of the actual promotion orders must be provided to show the service member is now at a different rank.

(If someone is about to be promoted, they can provide a copy of their line number and can be placed on a wait list and request a transfer. They will not be offered a move until they are actually promoted and can provide the promotion orders.)

3. The Neighborhood Office will complete an Application to Transfer form with the resident and attach any provided documentation, except for in the case of pregnancy, when no medical documents can be accepted.
4. The resident will need to schedule a pre-inspection of their current home with their Neighborhood office. Once the inspection is completed it will be noted on the Application to Transfer form.
5. Once the Neighborhood Office has completed and approved the application, it will be sent to the Property Manager's office for approval. The approval process can take up to 30 days for results. Residents will be informed of the determination by your Neighborhood Office. All aspects of a resident's rental account are taken into consideration throughout this process.
6. If the application for transfer is approved, the resident will be told what their waitlist position is and projected wait time, if possible. The resident can check their waitlist status at any time by visiting www.corviasmilitaryhousing.com and selecting Fort Meade. The resident has the ability to monitor their position on the wait list by entering their social security number.
7. All rules for housing assignment and priority placement apply to the application for transfer process.

Appendix G: Relocation

Relocation Program

An important part of our mission is to provide the best housing possible for military service members and their families. A pivotal part of this mission involves renovating existing homes on post to a condition that is consistent with newly constructed or renovated homes. To achieve this goal, it is sometimes necessary to relocate residents out of existing homes into new or renovated housing to complete renovations on the existing homes. The following is a brief description of the relocation process:

- The resident will receive a relocation packet via U.S. Mail. The packet will notify the resident that their home is currently slated for renovation. The relocation packet will provide all the necessary information regarding the location of the new home that is being offered, the timeframe in which the relocation must occur and additional information to assist with relocation. The packet will provide specific procedures to be followed in order for the resident to successfully complete the relocation.

Note: The relocation packets will be delivered to the resident no later than 60 days prior to the last day the resident can reside in their current home. If possible, residents will receive the packet more than 60 days in advance.

Once a resident receives the relocation packet, the resident must follow these procedures:

- The resident must contact their Neighborhood Office to schedule a pre-move-out inspection of their current residence. This allows the Neighborhood Office to confirm that the home and rental account are in good standing and eligible for relocation.
- After the pre-inspection is complete, the resident should schedule an appointment with the Resident Service Specialist (RSS) listed in the relocation packet to schedule a date for their household goods to be moved. (This is not required but suggested)

Note: The relocation company utilized for this process is a third party company which has no affiliation with the Military or Corvias or any of its affiliates.

- Once the move is scheduled, the resident should set up a lease signing appointment with the Neighborhood Office for the location of their new home.

DIY Move and Reimbursement

Residents have the option to perform a DIY (Do It Yourself) move at the time of relocation. Should a resident choose to exercise this option, the initial expense will be incurred by the resident and reimbursed at the time of completion by Owner. Approved reimbursements for DIY moves include, but are not limited to:

- Vehicle rentals (including gas)
- Relocation material (boxes, packing material)
- Weight of household goods relocated

Residents must provide itemized receipts for all costs incurred during the DIY relocation so that the Owner can verify the costs and reimbursement the resident.

To be reimbursed for the weight of the household goods relocated, residents must:

- Weigh the empty vehicle(s) they are using for relocation to obtain a dry (empty) weight of the vehicle(s). This is utilized as a baseline to gauge the exact amount of weight moved by the resident.
- Weigh the vehicle(s) each time it is fully packed for moving goods between the old residence and new residence. This is necessary to calculate the weight of each load and obtain the total weight of the goods moved once the relocation is complete.

Residents must weight slips from a DOT approved weigh station. The weigh slips can be turned into the RSS from the leasing center for approval for reimbursement.

Other expenses incurred during the relocation process that are eligible for reimbursement include:

- Utility service activation
- Appliance power plug adapters
- Packing materials

All reimbursements are subject to review and approval by Property Manager. Once the reimbursement is approved, the resident will receive a reimbursement check within 45 days of the approval.